

(4)

Access DB# 11 88 88

# SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester's Full Name: Joseph Phan Examiner #: 78917 Date: 04/06/04  
Art Unit: 2645 Phone Number 305-3206 Serial Number: 09/309,274  
Mail Box Location: 2645 Results Format Preferred (circle): PAPER DISK E-MAIL  
8811

If more than one search is submitted, please prioritize searches in order of need.

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Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: Voice Response Apparatus with Silent Prompt  
Inventors (please provide full names): Alexander McAllister

Earliest Priority Filing Date: 11/01/1998 swore with proof back to this date  
\*For Sequence Searches Only\* Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number. to nullify Beith pte #6444

Claims 1 + 6 discloses providing a silent delay period immediately after providing a voice message to a subscriber if subscriber inputs a command within this period, performing said command if not, perform initial command by system

Examiner has yet to find prior art disclosing a delay period that performs an alternate command input by a subscriber

STAFF USE ONLY		Type of Search	Vendors and cost where applicable
Searcher: <u>Vamsi Kalakuntla</u>	NA Sequence (#) _____	STN _____	
Searcher Phone #: <u>703 306 0254</u>	AA Sequence (#) _____	Dialog _____	
Searcher Location: <u>PK2 3003</u>	Structure (#) _____	Questel/Orbit _____	
Date Searcher Picked Up: <u>04/07/04</u>	Bibliographic <input checked="" type="checkbox"/>	Dr.Link _____	
Date Completed: _____	Litigation _____	Lexis/Nexis _____	
Searcher Prep & Review Time: _____	Fulltext <input checked="" type="checkbox"/>	Sequence Systems _____	
Clerical Prep Time: _____	Patent Family _____	WWW/Internet _____	
Online Time: _____	Other _____	Other (specify) _____	

File 344:Chinese Patents Abs Aug 1985-2004/Mar  
 (c) 2004 European Patent Office  
 File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)  
 (c) 2004 JPO & JAPIO  
 File 348:EUROPEAN PATENTS 1978-2004/Mar W04  
 (c) 2004 European Patent Office  
 File 349:PCT FULLTEXT 1979-2002/UB=20040401,UT=20040325  
 (c) 2004 WIPO/Univentio  
 File 350:Derwent WPIX 1963-2004/UD,UM &UP=200418  
 (c) 2004 Thomson Derwent

Set	Items	Description
S1	42	AU=(MCALLISTER, A? OR MCALLISTER A?) OR CO=BELL()ATLANTIC
S2	1	S1 AND (IVR OR VRU OR VOICE()RESPON?)
S3	0	S1 AND IC=G10L-021/00
S4	0	S1 AND IC=G10L-021
S5	7	S1 AND IC=G10L
S6	7	IDPAT (sorted in duplicate/non-duplicate order)
S7	6	IDPAT (primary/non-duplicate records only)
S8	5	S7 NOT S2

2/5/1 (Item 1 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
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014677464 \*\*Image available\*\*  
WPI Acc No: 2002-498521/200253  
XRPX Acc No: N02-394577

Voice response unit for telecommunication application, selects  
content equivalent message and voice message from memory, based on output  
of speech recognition engine

Patent Assignee: VERIZON SERVICES CORP (VERI-N)

Inventor: CURRY J E; MCALLISTER A I

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6385584	B1	20020507	US 99302432	A	19990430	200253 B

Priority Applications (No Type Date): US 99302432 A 19990430

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
US 6385584	B1	15	G10L-015/00	

Abstract (Basic): US 6385584 B1

NOVELTY - A memory stores several voice messages corresponding to  
content equivalent messages. A speech recognition engine (114) receives  
a speech input signal and provides an output. A processor (102) selects  
a content equivalent message and a voice message based on the output. A  
speech output unit outputs the selected voice message.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the  
following:

- (1) Method of responding to speech commands; and
- (2) Computer readable medium storing program for responding to  
speech commands.

USE - For telecommunication application for e.g. providing  
telephone directory information for users.

ADVANTAGE - Enhances user interaction and minimizes frustration.  
Reduces monotony characteristic of automated response systems.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of a  
voice response unit.

Processor (102)

Speech recognition engine (114)

pp; 15 DwgNo 1/4

Title Terms: VOICE; RESPOND; UNIT; TELECOMMUNICATION; APPLY; SELECT;  
CONTENT; EQUIVALENT; MESSAGE; VOICE; MESSAGE; MEMORY; BASED; OUTPUT;  
SPEECH; RECOGNISE; ENGINE

Derwent Class: P86; T01; W01; W04

International Patent Class (Main): G10L-015/00

File Segment: EPI; EngPI

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8/5/1 (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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011479144 \*\*Image available\*\*  
WPI Acc No: 1997-457051/199742  
Related WPI Acc No: 1996-412382; 1997-051482  
XRPX Acc No: N97-380707

Method of establishing completion of connection in telecommunication system - involves sensing biometric information regarding caller and responds to caller using handset which is used to address data base

Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)

Inventor: CURRY J; MCALLISTER A ; MEADOR F

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5666400	A	19970909	US 94271885	A	19940707	199742 B
			US 94271887	A	19940707	

Priority Applications (No Type Date): US 94271887 A 19940707; US 94271885 A 19940707

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5666400	A		16	G06K-009/00	CIP of application US 94271885 CIP of patent US 5553119

Abstract (Basic): US 5666400 A

The method involves steps which respond to the calling station going off-hook, establishes the identity of the calling station and uses information related to the established identity to address a data base. The calling station senses biometric information regarding the caller and responds to the caller using the handset and is used to address a data base. It selects from a number of speech recognition resources one which indicates by at least one of the identity and biometric information. It establishing connection between the off-hook station and a voice platform and inputs a spoken command from a caller at the calling station to the voice platform. There is an output signal which represents the spoken command received by the voice platform from the number of speech recognition resources and is used to establish the completion of the connection. The output signal is produced by at least one of the selected resources based on an evaluation of at least all sensed biometric information.

ADVANTAGE - Processes voice frequency instructions without operator intervention. Accomplishes universal speech recognition in switched telephone network.

Dwg.2/8

Title Terms: METHOD; ESTABLISH; COMPLETE; CONNECT; TELECOMMUNICATION; SYSTEM; SENSE; INFORMATION; CALL; RESPOND; CALL; HANDSET; ADDRESS; DATA; BASE

Derwent Class: P86; T01; T04; W01; W04

International Patent Class (Main): G06K-009/00

International Patent Class (Additional): G10L-005/02

File Segment: EPI; EngPI

8/5/2 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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011341453 \*\*Image available\*\*  
WPI Acc No: 1997-319358/199729

Related WPI Acc No: 1994-218202  
XRPX Acc No: N97-264409

Automated subscriber telephone number providing method - prompting user to speak name and location of sought party, and digitising responses before feeding them to speech recognition devices, whose outputs are used to search database for corresponding number

Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)

Inventor: CASEY K M; CURRY J E; HANLE J P; HAYDEN J B; MCALLISTER A I ;  
MEADOR F E; TRESSLER R C

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5638425	A	19970610	US 92992207	A	19921217	199729 B
			US 94333988	A	19941102	

Priority Applications (No Type Date): US 94333988 A 19941102; US 92992207 A 19921217

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5638425	A	29	H04M-001/64	CIP of application US 92992207	

Abstract (Basic): US 5638425 A

The method involves connecting a telephone user to an automated directory assistance station, upon a user dialling a predetermined number on a telephone. The user responds to a stored message, by speaking a name of a location of a sought subscriber. A second stored message prompts the user to speak the last name of the sought subscriber. The responses from the user are encoded into first and second digital signals which are compatible with two speech recognition devices. The signals are transmitted to the speech recognition devices which use word recognition and phoneme recognition, respectively.

The output signals from the speech recognition devices are decoded and a probability level signal is associated with each decoded signal. The probability level signals are combined according to a predetermined function, to derive several combined probability level signals. Two decoded signals, associated with the highest probability level are selected. The second selected signal is used to obtain a corresponding directory number from a database. A message is transmitted to the user, articulating the directory number.

USE/ADVANTAGE - E.g. for automatic processing of directory assistance calls in telecommunication network. Uses available speech recognition equipment in unique manner, to attain improved level of effectiveness. Minimises necessity to rely on operator intervention. Maximises successful provision of required assistance.

Dwg.4/11

Title Terms: AUTOMATIC; SUBSCRIBER; TELEPHONE; NUMBER; METHOD; PROMPT; USER ; SPEAKER; NAME; LOCATE; PARTY; DIGITAL; RESPOND; FEED; SPEECH; RECOGNISE. ; DEVICE; OUTPUT; SEARCH; DATABASE; CORRESPOND; NUMBER

Derwent Class: P86; W01; W04

International Patent Class (Main): H04M-001/64

International Patent Class (Additional): G10L-005/00

File Segment: EPI; EngPI

8/5/3 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010915431 \*\*Image available\*\*

WPI Acc No: 1996-412382/199641

Related WPI Acc No: 1997-051482; 1997-457051

XRPX Acc No: N96-347167

Called and calling telephone stations connection establishing using  
speech recognition - inputting spoken command from caller at calling  
station to selected resource followed by outputting from speech  
recognition resource first output signal responsive to that command

Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)

Inventor: MCALLISTER A ; WISE L

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5553119	A	19960903	US 94271885	A	19940707	199641 B

Priority Applications (No Type Date): US 94271885 A 19940707

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5553119	A		15	H04M-003/64	

Abstract (Basic): US 5553119 A

The method involves establishing connection to the off-hook station, while a spoken command in input from a caller at the calling station to the selected resource. A first output signal is output from the first speech recognition resource as response to the spoken command. A second resource responsive to the first output signal is selected from number of speech recognition resources and a second output signal is output from the second speech recognition resource.

The method further entails inputting a second spoken command from the caller at the calling station to the second resource and a third output signal responsive to the second spoken command is

output from the second speech recognition resource. The degree of traffic through the number of speech recognition resources is then determined for comparing the latter to a predetermined traffic load.

USE/ADVANTAGE - For automating various user initiated telephony processes. Accomplishes universal speech recognition on reliable basis by using unique combination of existing technologies and available equipment.

Dwg.3/6

Title Terms: CALL; CALL; TELEPHONE; STATION; CONNECT; ESTABLISH; SPEECH; RECOGNISE; INPUT; SPEAKER; COMMAND; CALL; CALL; STATION; SELECT; RESOURCE ; FOLLOW; OUTPUT; SPEECH; RECOGNISE; RESOURCE; FIRST; OUTPUT; SIGNAL; RESPOND; COMMAND

Derwent Class: P86; W01; W04

International Patent Class (Main): H04M-003/64

International Patent Class (Additional): G10L-009/06

File Segment: EPI; EngPI

8/5/4 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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009950489

WPI Acc No: 1994-218202/199426

Related WPI Acc No: 1997-319358

XRPX Acc No: N94-172289

Providing subscriber telephone numbers to telephone users - using speech recognition to decode area and name prompted from user and articulates corresp. code and number retrieved from database

Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)

Inventor: CASEY K M; CURRY J E; HANLE J P; HAYDEN J B; MCALLISTER A I ;

MEADOR F E; TRESSLER R C; MCALLISTER A

Number of Countries: 045 Number of Patents: 002

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9414270	A1	19940623	WO 93US12247	A	19931216	199426 B
AU 9458033	A	19940704	AU 9458033	A	19931216	199437

Priority Applications (No Type Date): US 92992207 A 19921217

Cited Patents: 01Jnl.Ref; US 4979206

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9414270	A1	E	46	H04M-001/64	
Designated States (National): AT AU BB BG BR BY CA CH CZ DE DK ES FI GB HU JP KP KR KZ LK LU LV MG MN MW NL NO NZ PL PT RO RU SD SE SK UA UZ VN					
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL OA PT SE					
AU 9458033	A			H04M-001/64	Based on patent WO 9414270

Abstract (Basic): WO 9414270 A.

The method involves enabling automated station to respond to a set dialled number to prompt a caller by a recorded message to give a desired location. The response is digitised and simultaneously input to word and phoneme recognition devices, which each output a translation signal and an associated confidence level signal.

The highest confidence level translation signal is selected and a corresp. area code retrieved from a database. The caller is then prompted to speak the name of the sought party. The response is processed as before and the number retrieved from the database. The code and number are articulated to the caller.

ADVANTAGE - Efficient. Acceptable and pleasing to user. Uses available speech recognition devices. Need for operator intervention minimised.

Dwg.6/7

Title Terms: SUBSCRIBER; TELEPHONE; NUMBER; TELEPHONE; USER; SPEECH; RECOGNISE; DECODE; AREA; NAME; USER; ARTICULATE; CORRESPOND; CODE; NUMBER; RETRIEVAL; DATABASE

Derwent Class: P86; W01; W04

International Patent Class (Main): H04M-001/64

International Patent Class (Additional): G10L-005/00 ; G10L-005/06 ; G10L-007/00 ; G10L-007/08 ; G10L-009/00 ; G10L-009/06 ; H04M-003/42

File Segment: EPI; EngPI

8/5/5 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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009305811 \*\*Image available\*\*

WPI Acc No: 1992-433220/199252

XRFX Acc No: N92-330635

Remote verification method of attendance of particular person at predetermined location - using voice analysis of speech transmitted in telephone call from site to centre performed during periodic testing using voice template vocabulary

Patent Assignee: BELL ATLANTIC NETWORK SERVICES (BELL-N)

Inventor: DALESSIO F D; KEOPPE A C; MCALLISTER A I ; WEGLEITNER M A

Number of Countries: 038 Number of Patents: 004

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 5170426	A	19921208	US 91758051	A	19910912	199252 B
WO 9305605	A1	19930318	WO 92US7645	A	19920911	199312
AU 9225747	A	19930405	AU 9225747	A	19920911	199330

NZ 244333      A    19941222    NZ 244333      A    19920914    199505

Priority Applications (No Type Date): US 91758051 A 19910912

Cited Patents: US 5023901; US 5054055

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
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US 5170426	A		11	H04M-011/04	
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WO 9305605	A1		27	H04M-011/04	
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Designated States (National): AT AU BB BG BR CA CH CS DE DK ES FI GB HU  
JP KP KR LK LU MG MN MW NL NO PL RO RU SD SE

Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL  
OA SE

AU 9225747	A			H04M-011/04	Based on patent WO 9305605
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NZ 244333	A			G10L-005/06	
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Abstract (Basic): US 5170426 A

The method is for remotely verifying attendance of a partic. person at a predetermined confined area. Monitoring and verification is performed through a telephone network including a telephone on the premises of the location of confinement and a control centre. Voice verification, using voice analysis of speech transmitted in a telephone call from the site to the centre is performed during periodic testing.

A voice template vocabulary is established for the individual and used for voice verification. Caller line identification of each incoming call is performed to verify that call originates from the appropriate location. The confined individual is required, either randomly or at scheduled intervals, by the system to call the control centre and recite a statement including randomly selected words from the template vocabulary.

USE - For home incarceration system providing alternative to detention within prison facilitates.

Title Terms: REMOTE; VERIFICATION; METHOD; ATTEND; PERSON; PREDETERMINED;  
LOCATE; VOICE; ANALYSE; SPEECH; TRANSMIT; TELEPHONE; CALL; SITE; CENTRE;  
PERFORMANCE; PERIODIC; TEST; VOICE; TEMPLATE; VOCABULARY

Derwent Class: W01; W05

International Patent Class (Main): G10L-005/06; H04M-011/04

International Patent Class (Additional): G08B-023/00; G08B-026/00

File Segment: EPI

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File 344:Chinese Patents Abs Aug 1985-2004/Mar  
 (c) 2004 European Patent Office  
 File 347:JAPIO Nov 1976-2003/Dec(Updated 040402)  
 (c) 2004 JPO & JAPIO  
 File 350:Derwent WPIX 1963-2004/UD,UM &UP=200418  
 (c) 2004 Thomson Derwent

Set	Items	Description
S1	2084	IVR OR VRU OR VOICE()RESPON?
S2	23	(WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY OR DOWNTIME OR DOWN()TIME OR HOLD) (3N) (INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING - OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3	23	S1 AND S2
S4	1400	COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?) (3N) (BU- TTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S5	42	(CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR"- ) (3N) (OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR LIST)
S6	1	(DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR BACKUP) (3N- ) (OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S7	0	ROTARY(3N) (PHONE OR TELEPHON?) OR "NOT"() (TOUCH()TONE OR T- OUCHTONE)
S8	23	IDPAT S3 (sorted in duplicate/non-duplicate order)
S9	22	IDPAT S3 (primary/non-duplicate records only)
S10	11	S9 AND AD=19981101:20020101/PR
S11	3	S9 AND AD=20020101:20040410/PR
S12	9	S9 NOT (S10 OR S11)
S13	6	S12 AND (S4 OR S5 OR S6)
S14	3	S12 NOT S13
S15	25	S1 AND IC=G10L-021/00
S16	25	IDPAT (sorted in duplicate/non-duplicate order)
S17	25	IDPAT (primary/non-duplicate records only)
S18	15	S17 AND AD=19981101:20020101/PR
S19	12	S17 AND AD=20020101:20040410/PR
S20	1	S17 NOT (S18 OR S19)
S21	1	S20 NOT S12

13/3,K/1 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
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05590836 \*\*Image available\*\*  
BROADCAST CENTER

PUB. NO.: 09-205636 [JP 9205636 A]  
PUBLISHED: August 05, 1997 (19970805)  
INVENTOR(s): ENOMOTO MICHIKO  
APPLICANT(s): EKUSHINGU KK [000000] (A Japanese Company or Corporation), JP  
(Japan)  
BROTHER IND LTD [000526] (A Japanese Company or Corporation),  
JP (Japan)  
APPL. NO.: 08-011923 [JP 9611923]  
FILED: January 26, 1996 (19960126)

ABSTRACT

... That is, when the viewer makes call connection to the broadcast center 10 via a public telephone line 40, the broadcast center 10 uses a **voice response** device 20 to send a voice reply message as an incoming call reply from a telephone set 50. When the viewer enters a number of...

... computer 11 via the voice reply device 20. That is, request data are acquired from a request reception table in the CPU memory by a **command** from the **voice response** device 20 and rearranges the data in the order of higher announcement timing setting **time**. Then a **wait time** till program start is acquired and when it is larger than the announcement timing, it is informed as a voice message to the announcement destination ...

13/3,K/2 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
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04710137 \*\*Image available\*\*  
FACSIMILE RECEIVER

PUB. NO.: 07-030737 [JP 7030737 A]  
PUBLISHED: January 31, 1995 (19950131)  
INVENTOR(s): AKAZAWA SO  
APPLICANT(s): CASIO COMPUT CO LTD [350750] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 05-193927 [JP 93193927]  
FILED: July 09, 1993 (19930709)

ABSTRACT

...CONSTITUTION: A line switcher 15 and a **voice response** collator 16 are provided inside a service center 12. At the time of waiting an incoming call, a line is connected to the side of the **voice response** collator 16 by the line switcher 15 and when a call is incoming from a facsimile equipment 1, the **voice response** collator 16 transmits the **inputs** of a customer number and a password to the facsimile equipment 11 corresponding to a voice message. After it is discriminated by collating the transmitted...

13/3,K/3 (Item 3 from file: 347)  
DIALOG(R)File 347:JAPIO

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01942861      \*\*Image available\*\*  
TELEPHONE EXCHANGE

PUB. NO.:        61-156961 [JP 61156961 A]  
PUBLISHED:      July 16, 1986 (19860716)  
INVENTOR(s):    MORIYA YASU HARU  
                 SUZUKI MASANORI  
APPLICANT(s):   NEC CORP [000423] (A Japanese Company or Corporation), JP  
                 (Japan)  
                 NEC ENG LTD [329822] (A Japanese Company or Corporation), JP  
                 (Japan)  
APPL. NO.:      59-277407 [JP 84277407]  
FILED:          December 27, 1984 (19841227)  
JOURNAL:        Section: E, Section No. 460, Vol. 10, No. 359, Pg. 56,  
                 December 03, 1986 (19861203)

#### ABSTRACT

PURPOSE: To improve telephone exchange service by providing an automatic answer by the automatic voice responding device to an overflow call in case when the calls are overflowing at a switchboard and by performing the reserve-service processing for the next...  
... at the automatic response-service switchboard, a response signal is transmitted to the switchboard-extension trunk IWT. When the line is connected, the automatic voice answer equipment AVAE announces the overflowing state and the call-back processing by its speech synthesizing function, and requests an originating subscriber to notify his own telephone number and that to be connected. The information notified are accumulated in a number accumulating device MEME, then the automatic voice answer equipment AVAE informs the original subscriber that the reserve service is in wait. Parallel to the above sequence, the exchange interface equipment CIE is monitoring the available/busy status of the exchange CBD, and if it finds the...

13/3,K/4        (Item 1 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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013733326      \*\*Image available\*\*  
WPI Acc No: 2001-217556/200122  
Related WPI Acc No: 1999-336915; 2000-085580  
XRPX Acc No: N01-155051

Incoming call prioritizing and screening for personal communication service agents, involves comparing priority level of each call with first call, based on which call waiting announcement is sent to calling party

Patent Assignee: STENTOR RESOURCE CENT INC (STEN-N)

Inventor: ISHIKAWA C I; STACEY R B; TATCHELL G R

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6160877	A	20001212	US 96756828	A	19961119	200122 B
			US 97814269	A	19970310	

Priority Applications (No Type Date): US 96756828 A 19961119; US 97814269 A 19970310

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6160877	A		32	H04M-003/00	Div ex application US 96756828 Div ex patent US 5999611

Abstract (Basic):

... Eliminates the opportunity of a caller to bypass subscriber's personal agent. Automatically controls personal agent using voice activated commands which are followed by voice response from personal agent. Enables subscriber to request a list of new messages, play messages in any order and play voice mail greetings according to calling...

...Title Terms: WAIT ;

13/3,K/5 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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011823527 \*\*Image available\*\*  
WPI Acc No: 1998-240437/199821  
XRPX Acc No: N98-190182

Interactive voice responsive radio tuning system for aircraft - has voice recognition device sending digital signal to database in response to verbal command to extract frequency tuning data and tune radio

Patent Assignee: HONEYWELL INC (HONE ); HONEYWELL INT INC (HONE )

Inventor: CLARK L K

Number of Countries: 019 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9815057	A1	19980409	WO 97US17348	A	19970926	199821 B
EP 929938	A1	19990721	EP 97943612	A	19970926	199933
			WO 97US17348	A	19970926	
US 6173192	B1	20010109	US 96723067	A	19961001	200104
EP 929938	B1	20010509	EP 97943612	A	19970926	200128
			WO 97US17348	A	19970926	
DE 69704785	E	20010613	DE 604785	A	19970926	200141
			EP 97943612	A	19970926	
			WO 97US17348	A	19970926	

Priority Applications (No Type Date): US 96723067 A 19961001

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9815057	A1	E	13	H03J-001/00	
				Designated States (National): JP	
				Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE	
EP 929938	A1	E		H03J-001/00	Based on patent WO 9815057
				Designated States (Regional): DE FR GB IT	
US 6173192	B1			H04B-001/00	
EP 929938	B1	E		H03J-001/00	Based on patent WO 9815057
				Designated States (Regional): DE FR GB IT	
DE 69704785	E			H03J-001/00	Based on patent EP 929938
					Based on patent WO 9815057

Interactive voice responsive radio tuning system for aircraft...

...has voice recognition device sending digital signal to database in response to verbal command to extract frequency tuning data and tune radio

...Abstract (Basic): An interactive voice recognition system for radio tuning includes a voice recognition device responsive to a verbal command. In response to the verbal command to the voice recognition device (6), a digital signal of the verbal command is sent to a database (8...

...ADVANTAGE - Enables pilot of aircraft to spend less 'heads down' time in setting up communication with external facilities...  
...Title Terms: RESPOND ;

13/3,K/6 (Item 3 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
(c) 2004 Thomson Derwent. All rts. reserv.

010960540 \*\*Image available\*\*  
WPI Acc No: 1996-457489/199646  
XRPX Acc No: N96-385525

Vehicular emergency message system for requesting either emergency or roadside assistance - places second call to response centre using only voice contact and bypasses data transmission via modem in event that first data call is unsuccessful

Patent Assignee: FORD MOTOR CO (FORD )  
Inventor: DORFSTATTER W A; TIMM M J  
Number of Countries: 004 Number of Patents: 004  
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
EP 737953	A1	19961016	EP 96302367	A	19960403	199646 B
US 5572204	A	19961105	US 95419349	A	19950410	199650
EP 737953	B1	20000223	EP 96302367	A	19960403	200015
DE 69606730	E	20000330	DE 606730	A	19960403	200023
			EP 96302367	A	19960403	

Priority Applications (No Type Date): US 95419349 A 19950410  
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 737953	A1	E	12	G08G-001/127	
				Designated States (Regional): DE FR GB	
EP 737953	B1	E		G08G-001/127	
				Designated States (Regional): DE FR GB	
DE 69606730	E			G08G-001/127	Based on patent EP 737953
US 5572204	A		11	G08G-001/123	

...Abstract (Equivalent): a cellular transceiver having an audio signal input , an audio signal output, and a control input ;  
...

...and said cellular transceiver for causing said cellular transceiver to communicate with said response center in a predetermined manner, wherein said controller operates in a wait mode, an activation mode, and a communication mode, said controller including a tone detector for detecting tone signals from said response center; and...

...wherein said activation mode is comprised of 1) obtaining control of said cellular transceiver through said control input in order to establish a communication channel between said cellular transceiver and said response center, 2) initiating a first call to said response center including...

...initiating a second call to said response center if said first call fails, said second call being comprised of an initial transmission and reception of voice responsive to said audio input and said audio output without muting

...Title Terms: RESPOND ;

?

14/3,K/1 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2004 JPO & JAPIO. All rts. reserv.

03971656 \*\*Image available\*\*  
FACSIMILE DEVICE WITH VOICE RESPONSE FUNCTION

PUB. NO.: 04-336756 [JP 4336756 A]  
PUBLISHED: November 24, 1992 (19921124)  
INVENTOR(s): SATOU AKIMASA  
APPLICANT(s): MATSUSHITA ELECTRIC IND CO LTD [000582] (A Japanese Company  
or Corporation), JP (Japan)  
APPL. NO.: 03-107695 [JP 91107695]  
FILED: May 14, 1991 (19910514)  
JOURNAL: Section: E, Section No. 1349, Vol. 17, No. 188, Pg. 86, April  
13, 1993 (19930413)

FACSIMILE DEVICE WITH VOICE RESPONSE FUNCTION

#### ABSTRACT

... signal and to provide the response signal whose specific frequency component can be left as much as possible, as to a facsimile device performing a voice response to an incoming call, detecting the CNG signal of the facsimile device on the calling side and automatically switching to a facsimile receiving side...  
... line can detect the aimed CNG signal without being affected by an echo from the telephone line, and thus, time of retaining line and the time of waiting for the response of the opponent facsimile device can be shortened.

14/3,K/2 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2004 JPO & JAPIO. All rts. reserv.

02850396 \*\*Image available\*\*  
VOICE RESPONSE SYSTEM IN KEY TELEPHONE SET

PUB. NO.: 01-147996 [JP 1147996 A]  
PUBLISHED: June 09, 1989 (19890609)  
INVENTOR(s): OKUMURA SENJI  
SEKINE KATSUYUKI  
APPLICANT(s): TAMURA ELECTRIC WORKS LTD [350937] (A Japanese Company or Corporation), JP (Japan)  
APPL. NO.: 62-305554 [JP 87305554]  
FILED: December 04, 1987 (19871204)  
JOURNAL: Section: E, Section No. 818, Vol. 13, No. 407, Pg. 107,  
September 08, 1989 (19890908)

VOICE RESPONSE SYSTEM IN KEY TELEPHONE SET

#### ABSTRACT

PURPOSE: To improve service function by connecting a voice response unit to an accommodating position of a key telephone set of a master set via a channel and a signal line so as to allow the voice response unit to apply the recording and reproduction of plural voice messages...  
...CONSTITUTION: A voice response unit 5 is connected to plural telephone set connection ports CN(sub m-1)-CN(sub m) in a master set 1 via lines 3...

... and a signal line and the unit 5 is provided with a DTMF receiver and a data transmission circuit with the master set 1. The voice response unit 5 analyzes a data code from the master set 1 and the transmission data code to a key telephone set 4 and sends a...

... of the called number in response to the incoming call from the master set 1. Thus, various voice service such as message recording to the voice response unit, busy wait transfer, absence transfer, retransfer from the voice response unit 5 and message reproduction are attained.

14/3,K/3 (Item 3 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2004 JPO & JAPIO. All rts. reserv.

01760665 \*\*Image available\*\*  
AUTOMATIC WAITING TIME NOTICE SYSTEM IN TELEPHONE SERVICE

PUB. NO.: 60-239165 [JP 60239165 A]  
PUBLISHED: November 28, 1985 (19851128)  
INVENTOR(s): HAMAMOTO SHINICHIRO  
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP  
(Japan)  
APPL. NO.: 59-096030 [JP 8496030]  
FILED: May 14, 1984 (19840514)  
JOURNAL: Section: E, Section No. 396, Vol. 10, No. 99, Pg. 23, April  
16, 1986 (19860416)

AUTOMATIC WAITING TIME NOTICE SYSTEM IN TELEPHONE SERVICE

#### ABSTRACT

PURPOSE: To relieve the load of the operator and to improve the quality of waiting time service by obtaining a caller number to an inquiry about a waiting time, allowing the said number to index a reception ticket, calculating the waiting time and allowing an automatic voice response device to reply the inquiry...

...CONSTITUTION: When a wait time information service request subscriber (SUB)1 dials a special number for the purpose, the special number 8-1 and a service request subscriber number 8...

...2. A translation section 8-3 of the call processing section 8 translates the number 8-1 so as to recognize the incoming of the waiting time information service and gives the processing to a waiting time calculation processing section 9 together with the subscriber number 8-2. A retrieval section 9-1 retrieves a memory ticket based on the number 8-2, a waiting time calculation section 9-2 calculates the waiting time and the result of calculation is informed to the subscriber 1 by the voice response processing 10.

?

21/5/1 (Item 1 from file: 350)  
DIALOG(R) File 350:Derwent WPIX  
(c) 2004 Thomson Derwent. All rts. reserv.

011591972 \*\*Image available\*\*  
WPI Acc No: 1998-009101/199801  
XRPX Acc No: N98-007136

Spoken response provision for speech input in voice system - recognises and interprets speech inputs in languages, evaluates recognised speech input to find language of input, effects dialogue with database to obtain speech information data to formulate spoken response in that language

Patent Assignee: TELIA AB (TELI-N)

Inventor: LYBERG B

Number of Countries: 019 Number of Patents: 005

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
WO 9743707	A1	19971120	WO 97SE584	A	19970408	199801 B
SE 9601812	A	19971114	SE 961812	A	19960513	199806
NO 9805178	A	19981111	WO 97SE584	A	19970408	199908
			NO 985178	A	19981106	
EP 976026	A1	20000202	EP 97919841	A	19970408	200011
			WO 97SE584	A	19970408	
SE 519273	C2	20030211	SE 961812	A	19960513	200318

Priority Applications (No Type Date): SE 961812 A 19960513

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 9743707 A1 E 37 G06F-003/16

Designated States (National): NO

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC

NL PT SE

SE 9601812 A G06F-003/16

NO 9805178 A G06F-000/00

EP 976026 A1 E G06F-003/16 Based on patent WO 9743707

Designated States (Regional): CH DE DK FI FR GB LI NL SE

SE 519273 C2 G10L-015/02

Abstract (Basic): WO 9743707 A

The method recognises and interprets speech input and uses the interpretation to obtain speech information data from a database for use in formulation of the spoken response. The database contains speech information data in two natural languages.

The method recognises and interprets speech inputs in these two languages and evaluates (3) a recognised speech input to determine the language of the input, and effects a dialogue with the database to obtain speech information data to formulate a spoken response in that language. The data is converted into the spoken response. Separate databases (8 and 9) are used for the languages.

USE - relates to system and method for speech to speech conversion and to voice responsive communication system including speech to speech conversion system.

ADVANTAGE - System can interpret received speech conversation irrespective of language and or dialect and matches language and or dialect of speech outputs to that of respective speech inputs.

Dwg.1/1

Title Terms: SPEAKER; RESPOND; PROVISION; SPEECH; INPUT; VOICE; SYSTEM; RECOGNISE; INTERPRETATION; SPEECH; INPUT; LANGUAGE; EVALUATE; RECOGNISE; SPEECH; INPUT; FINDER; LANGUAGE; INPUT; EFFECT; DIALOGUE; DATABASE; OBTAIN; SPEECH; INFORMATION; DATA; SPEAKER; RESPOND; LANGUAGE

Derwent Class: P86; T01; W04

International Patent Class (Main): G06F-000/00; G06F-003/16; G10L-015/02



International Patent Class (Additional): G10L-005/04; G10L-021/00  
File Segment: EPI; EngPI  
?

File 2:INSPEC 1969-2004/Mar W4  
(c) 2004 Institution of Electrical Engineers  
File 6:NTIS 1964-2004/Apr W1  
(c) 2004 NTIS, Intl Cpyrght All Rights Res  
File 8:Ei Compendex(R) 1970-2004/Mar W4  
(c) 2004 Elsevier Eng. Info. Inc.  
File 34:SciSearch(R) Cited Ref Sci 1990-2004/Apr W1  
(c) 2004 Inst for Sci Info  
File 35:Dissertation Abs Online 1861-2004/Mar  
(c) 2004 ProQuest Info&Learning  
File 65:Inside Conferences 1993-2004/Apr W1  
(c) 2004 BLDSC all rts. reserv.  
File 94:JICST-EPlus 1985-2004/Mar W3  
(c)2004 Japan Science and Tech Corp(JST)  
File 95:TEME-Technology & Management 1989-2004/Mar.W3  
(c) 2004 FIZ TECHNIK  
File 99:Wilson Appl. Sci & Tech Abs 1983-2004/Mar  
(c) 2004 The HW Wilson Co.  
File 144:Pascal 1973-2004/Mar W4  
(c) 2004 INIST/CNRS  
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec  
(c) 1998 Inst for Sci Info  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 The Gale Group  
File 603:Newspaper Abstracts 1984-1988  
(c)2001 ProQuest Info&Learning  
File 483:Newspaper Abs Daily 1986-2004/Apr 07  
(c) 2004 ProQuest Info&Learning  
File 202:Info. Sci. & Tech. Abs. 1966-2004/Feb 27  
(c) 2004 EBSCO Publishing

Set	Items	Description
S1	4516	IVR OR VRU OR VOICE()RESPON?
S2	95259	(WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY OR DOWNTIME OR DOWN()TIME OR HOLD) (3N) (INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING - OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3	1927150	COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?) (3N) (BU- TTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S4	24804	(CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR"- ) (3N) (OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR LIST)
S5	16590	(DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR BACKUP) (3N- ) (OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S6	106	ROTARY(3N) (PHONE OR TELEPHON?) OR "NOT"() (TOUCH()TONE OR T- OUCHTONE)
S7	13	S1 AND S2
S8	12	RD S7 (unique items)
S9	8	S8 NOT PY>1998
S10	3	S9 AND (S3 OR S4 OR S5)
S11	5	S9 NOT S10
S12	3	S1 AND S6
S13	1293	S1 AND (INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ? OR DURATION? ? OR GAP OR GAPS OR DELAY? ? OR LAPSE OR WAIT OR WAITING(W)TIME)
S14	151	S13 AND (S3 OR S4)
S15	2	S14 AND S5
S16	41	S13 (5N) (S3 OR S4)

S17	42	S15 OR S16
S18	36	RD S17 (unique items)
S19	28	S18 NOT PY>1998
S20	28	S19 NOT S9
S21	29	S13(3N) (S3 OR S4)
S22	25	RD S21 (unique items)
S23	19	S22 NOT PY>1998
S24	28	S23 OR S20
S25	1	S24 AND S5
S26	19	S23 NOT (S9 OR S25)
S27	457	AU=(MCALLISTER, A? OR MCALLISTER A?) OR CO=BELL()ATLANTIC
S28	1	S27 AND S1
S29	8	S1 AND REACTION()TIME? ?
S30	7	RD S29 (unique items)
S31	5	S30 NOT PY>1998

10/3,K/1 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

4925267

Title: Unemployment calls fast and legal in Oregon (benefits distribution)  
Journal: Communications News vol.32, no.3 p.30  
Publication Date: March 1995 Country of Publication: USA  
CODEN: CMUNA9 ISSN: 0010-3632  
Language: English  
Subfile: D  
Copyright 1995, IEE

Abstract: The long drive and longer wait to qualify for unemployment benefits in Oregon is history. The Oregon Employment Division (OED) benefits too, avoiding the need to use an optical character recognition (OCR) system that resulted in nearly 50% of the cards filled out being processed manually. An IVR (interactive voice response) system, first turned up in 1991, is available to claimants with touchtone phones 24 hours, seven days a week, at eight locations throughout Oregon. An 800 number serves remote locations.

...Identifiers: interactive voice response system...

... touchtone phones...

...Wygant Scientific MicroITC IVR system

10/3,K/2 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03664596 INSPEC Abstract Number: D90001814

Title: Automating customer service (insurance)  
Author(s): Daniels, R.  
Author Affiliation: Periphonics Corp., Bohemia, NY, USA  
Journal: Insurance Software Review vol.14, no.4 p.60-2  
Publication Date: Aug.-Sept. 1989 Country of Publication: USA  
CODEN: INSREK ISSN: 0892-8533  
Language: English  
Subfile: D

Abstract: Voice response technology lets life, health, and casualty insurance companies handle twice the volume of customer and agent telephone calls with half the number of operators, even while streamlining the customer response process, and slashing the amount of time customers wait 'on hold' by 50 percent. There are three different types of voice technologies available: interactive voice response, audiotex and caller message recording. Interactive voice response and audiotex enable a caller to access information using a touchtone telephone in much the same manner as a computer terminal, without the need for training. Depending on how these systems are set up, the caller...

...Identifiers: interactive voice response ;

10/3,K/3 (Item 1 from file: 483)  
DIALOG(R)File 483:Newspaper Abs Daily  
(c) 2004 ProQuest Info&Learning. All rts. reserv.

05345578

**Autos: Cars That Listen Promise a New Direction in Driving**

White, Gregory L

Wall Street Journal, Sec B, p 1, col 3

Dec 28, 1998

ISSN: 0099-9660 NEWSPAPER CODE: WSJ

DOCUMENT TYPE: News; Newspaper

LANGUAGE: English RECORD TYPE: ABSTRACT

LENGTH: Long (18+ col inches)

...ABSTRACT: executives are enthusiastic about the value of the technology, and some systems that auto makers have demonstrated had serious flaws. Consumers don't have to wait for car makers to decide. This month Clarion Corp. started selling AutoPC, an in-dash personal computer and audio system with voice control. Available at electronics stores, AutoPC follows voice commands and talks back, even reading e-mail that can be received by a special radio broadcast. The \$1,299 system fits into the space of...

...DESCRIPTORS: Voice response technology

?

11/3,K/1 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

5034726

Title: Weight watchers reduces customer's wait for service  
Author(s): Donovan, S.  
Journal: Communications News vol.32, no.7 p.11  
Publication Date: July 1995 Country of Publication: USA  
CODEN: CMUNA9 ISSN: 0010-3632  
Language: English  
Subfile: D  
Copyright 1995, IEE

Title: Weight watchers reduces customer's wait for service  
...Abstract: Watchers expanded its network-via telephone-to provide its customers with the company's most important product: service 24 hours a day. A new interactive voice response system has begun to do the job. Designed by Bohemia, N.Y.-based Periphonics to trim the costs of dealing with customers, the first unit...

...systems in each of the company's main call centers in New Jersey, Kansas and California. Each of the systems has two Periphonics VPS 9500 IVR systems.

...Identifiers: interactive voice response system...

11/3,K/2 (Item 1 from file: 8)  
DIALOG(R)File 8:Ei Compendex(R)  
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

03434802 E.I. Monthly No: EI9206073495

Title: Call center solutions.  
Author: Harvey, Dean E.; Hogan, Shannon M.; Payseur, John Y.  
Corporate Source: AT&T Business Communication Systems, Lincroft, NJ, USA  
Source: AT&T Technical Journal v 70 n 5 Sep-Oct 1991 p 36-44  
Publication Year: 1991  
CODEN: ATJOEM ISSN: 8576-2324  
Language: English

Abstract: A Call Center is a business location that distributes a large volume of inbound or outbound calls to a group of agents or voice response systems. The goal of the Call Center is to provide the best possible service to its customers at the lowest possible cost, i.e., to minimize customer waiting time and maximize agent productivity. The Call Center architecture must be flexible enough to deal efficiently with peaks in offered volume, to provide the necessary data...

...services without significant changes to the existing architecture. As the range of services becomes more complex, the architecture must also support new elements, such as voice response units (VRUs), host interfaces, Integrated Services Digital Network (ISDN) interfaces, a multi-site Call Center networking. We describe the basic elements of Call Center architecture...

11/3,K/3 (Item 1 from file: 144)  
DIALOG(R)File 144:Pascal  
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14011368 PASCAL No.: 99-0198938

Intelligent traffic signals for pedestrians : evaluation of trials in three countries

CARSTEN O M J; SHERBORNE D J; ROTHENGATTER J A

Institute for Transport Studies, University of Leeds, Leeds LS2 9JT, United Kingdom; Leeds City Council, Department of Highways and Transportation, Sweet Street, Leeds LS11 9DD, United Kingdom; Centre for Environmental and Traffic Psychology, University of Groningen, Gr. Kruisstraat 2/1, 9712 TS Groningen, Netherlands

Journal: Transportation research. Part C, Emerging technologies, 1998, 6 (4) 213-229

Language: English

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The DRIVE II project VRU -TOO (Vulnerable Road User Traffic Observation and Optimization) carried out trials of innovative pedestrian signalized crossings that were designed to be more responsive to pedestrians...

...English Descriptors: traffic; Traffic safety; Pedestrian walk; Pedestrian signalling; Intelligent system; System description; Test in use; Performance evaluation; Comparative study; Comfort; Behavioral analysis; Site analysis; Microwave receiver; Waiting time ; Conflict

11/3,K/4 (Item 1 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

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06635989

CityCab to expand Merc cab fleet by Sept

SINGAPORE: CITYCAB TO BUY MORE MERCEDES CABS

Business Times (XBA) 29 May 1998 P.4

Language: ENGLISH

... a new taxi-booking system, the AutoPark, which allows a cab to be despatched within a minute. Callers to its Cabline will also have their waiting time halved to six seconds before someone picks up the phone. AutoPark combines an operator-assisted booking with an automated "interactive voice response" system and can be accessed by any commuter. With the new format, CityCab hopes to handle 500,000 bookings a month, up from the present...

11/3,K/5 (Item 2 from file: 583)

DIALOG(R)File 583:Gale Group Globalbase(TM)

(c) 2002 The Gale Group. All rts. reserv.

06521440

Nortel

HONG KONG: NORTEL LAUNCHES MULTI-MEDIA PRODUCT

Ming Pao Daily News (XKJ) 18 Sep 1997 p.b12

Language: CHINESE

... Symposium product can enhance customer service management of communications centres and inquiry service centres. The main features of the system include allowing customers to know waiting time before their calls are attended. Customers can also use fax, e-mail, Internet, or interactive voice response to contact with the inquire centre or

proceed inquiry and collect information. \*...  
?



25/3,K/1 . (Item 1 from file: 8)  
DIALOG(R)File 8: Ei Compendex(R)  
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

03575745 E.I. Monthly No: EIM9303-015858

Title: Skip and scan telephone menus. User performance as a function of experience.

Author: Virzi, Robert A.; Resnick, Paul; Ottens, Don

Corporate Source: GTE Lab

Conference Title: Proceedings of the 36th Annual Meeting of the Human Factors Society. Part 1 (of 2)

Conference Location: Atlanta, GA, USA Conference Date: 19921012

E.I. Conference No.: 17554

Source: Proceedings of the Human Factors Society v 1. Publ by Human Factors Soc Inc, Santa Monica, CA, USA. p 211-215

Publication Year: 1992

CODEN: PHFSDQ ISSN: 0163-5182

Language: English

Abstract: We present the results of a laboratory study comparing three styles of audio menus. One of these styles is the technique predominantly employed in interactive voice response ( IVR ) systems today. Two alternatives to this Standard technique were evaluated in this study. One of these alternatives was first proposed in Resnick and Virzi (1992... ..and Scan menus. This new style was hypothesized to be superior to Standard menus for intermediate users, but was expected to show limitations for one- time callers and expert users. The third menu alternative we evaluated combines elements of the Standard and Skip and Scan menus and was hypothesized to be superior in a broad range of usage conditions. Performance was measured over 36 tasks and two IVR applications. In all but the first few trials, the Skip and Scan menu style reported in Resnick and Virzi led to performance equal to or...

Descriptors: USER INTERFACES; PUSH BUTTON TELEPHONE SYSTEMS; MAN MACHINE SYSTEMS; BEHAVIORAL RESEARCH

?

26/3,K/1 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2004 Institution of Electrical Engineers. All rts. reserv.

6009529 INSPEC Abstract Number: B9810-6210D-008, C9810-7410F-060  
**Title: CTI in the corporate enterprise**  
Author(s): Wetterau, J.  
Journal: International Journal of Network Management vol.8, no.4 p.  
235-43  
Publisher: Wiley,  
Publication Date: July-Aug. 1998 Country of Publication: UK  
CODEN: INMTEU ISSN: 1055-7148  
SICI: 1055-7148(199807/08)8:4L.235:CE;1-C  
Material Identity Number: 0840-98004  
Language: English  
Subfile: B C D  
Copyright 1998, IEE

...Abstract: of customer service. The information to be retrieved is determined based on the telephony information determined from the phone call, either phone number or caller- **selected choices** presented by interactive **voice response** (IVR) selections. This information then does one of two things. Because of the automatic nature of the information retrieval, the holding time for the call...

26/3,K/2 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
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5850208 INSPEC Abstract Number: B9804-7520-006, C9804-7140-171  
**Title: Automated telephone interviewing to improve health care access**  
Author(s): Frisch, L.; Wenner, A.R.  
Conference Title: Proceedings. Toward an Electronic Patient Record '96. Twelfth International Symposium on the Creation of Electronic Health Record System and Global Conference on Patient Cards Part vol.2 p.529-35 vol.2  
Publisher: Medical Records Inst, Newton, MA, USA  
Publication Date: 1996 Country of Publication: USA 2 vol. (646+688) pp.  
ISBN: 0 9640667 7 7 Material Identity Number: XX98-00258  
Conference Title: Proceedings of 12th International Symposium on the Creation of Electronic Health Record Systems and Global Congress on Patient Cards  
Conference Date: 13-18 May 1996 Conference Location: San Diego, CA, USA  
Language: English  
Subfile: B C  
Copyright 1998, IEE

...Abstract: the initial portion of the electronic medical record. Prior to a decision about what type of medical intervention is required, the patient uses an interactive **voice response** telephone system to **respond** to branching questions based on his answer to the previous question. The responses are translated into medical terminology and presented to medical personnel who can...

26/3,K/3 (Item 3 from file: 2)  
DIALOG(R)File 2:INSPEC

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5786453 INSPEC Abstract Number: B9802-6210D-001, C9802-6180N-001

**Title: Telephone-based menus: evidence that broader is better than deeper**

Author(s): Virzi, R.A.; Huitema, J.S.

Author Affiliation: GTE Labs. Inc., Waltham, MA, USA

Conference Title: Proceedings of the Human Factors and Ergonomics Society  
41st Annual Meeting 1997 Part vol.1 p.315-19 vol.1

Publisher: Human Factors & Ergonomics Soc, Santa Monica, CA, USA

Publication Date: 1997 Country of Publication: USA 2 vol. xxvi+1445  
pp.

ISBN: 0 945289 07 3 Material Identity Number: XX97-02045

U.S. Copyright Clearance Center Code: 1071-1813/97/\$1.00+.60

Conference Title: Proceedings of 41st Meeting of the Human Factors and  
Ergonomics Society

Conference Date: 1997 Conference Location: Albuquerque, NM, USA

Language: English

Subfile: B C

Copyright 1997, IEE

...Abstract: accessible from the first. The current study compared this  
deep-menu approach to a broad-menu approach wherein all the items appear on  
a single menu. Item selection times favored the broad-menu approach  
for both repeated and unique trials, casting some doubt on the validity of  
this particular guideline.

26/3,K/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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5100182 INSPEC Abstract Number: B9512-6130-040, C9512-7445-030

**Title: Application of speech recognition technology to ITS advanced  
traveler information systems**

Author(s): Carlson, S.; Barclay, C.; O'Connor, J.; Duckworth, G.; Heine,  
J.; Papazian, B.; Steele, M.

Author Affiliation: BBN Inc., Cambridge, MA, USA

Conference Title: Pacific Rim TransTech Conference. 1995 Vehicle  
Navigation and Information Systems Conference Proceedings. 6th  
International VNIS. A Ride into the Future (Cat. No.95CH35776) p.118-25

Publisher: IEEE, New York, NY, USA

Publication Date: 1995 Country of Publication: USA xv+540 pp.

ISBN: 0 7803 2587 7

U.S. Copyright Clearance Center Code: 0 7803 2587 7/95/\$4.00

Conference Title: Pacific Rim TransTech Conference. 1995 Vehicle  
Navigation and Information Systems Conference Proceedings. 6th  
International VNIS. A Ride into the Future

Conference Date: 30 July-2 Aug. 1995 Conference Location: Seattle, WA,  
USA

Language: English

Subfile: B C

Copyright 1995, IEE

...Abstract: technology required for full-scale implementations, but  
showed that the speech interface was practical, and provided much improved  
ease of use and performance over conventional touch tone based  
interactive voice response (IVR) systems.

26/3,K/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

04252122 INSPEC Abstract Number: A9222-8732S-002

**Title: Spatial code interference on directional responses**

Author(s): Bertera, J.H.

Author Affiliation: Schepens Eye Res. Inst., Boston, MA, USA

Journal: Spatial Vision vol.6, no.2 p.81-8

Publication Date: 1992 Country of Publication: Netherlands

CODEN: SPVIEU ISSN: 0169-1015

Language: English

Subfile: A

...Abstract: positions irrelevant to the task. Display position significantly increased latency when it did not match the response to the relevant direction cue for both spatial ( key - press ) and non-spatial ( voice ) responses (73 and 59 ms, respectively). When presented alone, the position cue was processed faster than the direction cue for both manual and verbal responses. Results...

26/3,K/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

03486672 INSPEC Abstract Number: D89002620

**Title: Meeting an EFT marketing challenge**

Author(s): Diamond, S.

Journal: ABA Banking Journal vol.81, no.9 p.123

Publication Date: Sept. 1989 Country of Publication: USA

CODEN: ABAJD5 ISSN: 0194-5947

Language: English

Subfile: D

...Abstract: Management System and referred to as 'George', from Periphonics Corp., Bohemia, NY. It allows customers to get information from the bank's computer through a pushbutton phone. What voice response does is transmit requests for data, input from the telephone keypads, to the computer. It then converts the computer's digital responses to a digitized...

26/3,K/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2004 Institution of Electrical Engineers. All rts. reserv.

00961672 INSPEC Abstract Number: B76038613, C76025380

**Title: Application of discrete word recognition and response to multiuser tactical communications: WRS**

Author(s): Kalinowski, J.J.; Brown, J.C.; Bhanji, S.G.; Hooten, M.G.; Preusse, J.W.

Author Affiliation: SCOPE Electronics Inc., Reston, VA, USA

Conference Title: 1976 IEEE International Conference on Acoustics, Speech and Signal Processing p.222-5

Publisher: IEEE, New York, NY, USA

Publication Date: 1976 Country of Publication: USA xx+800 pp.

Conference Sponsor: IEEE; Acoustics, Speech and Signal Processing Assoc

Conference Date: 12-14 April 1976 Conference Location: Philadelphia, PA, USA

Language: English

Subfile: B C

...Abstract: Tactical Data Systems (ARTADS) using discrete word recognition, speaker identification and verification, and voice response techniques. The minicomputer based WRS will achieve fully automated real-time prompting, message translation, and synthesized-speech response over three communication nets simultaneously for any 3 or 64 users with a recognition vocabulary of approximately 250 words...

26/3,K/8 (Item 1 from file: 6)  
DIALOG(R)File 6:NTIS  
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1165358 NTIS Accession Number: AD-A150 687/2  
**Interference Effects of Vocalization on Dual Task Performance**  
(Interim rept)  
Owens, J. M. ; Goodman, L. S. ; Pianka, M. J.  
Naval Aerospace Medical Research Lab., Pensacola, FL.  
Corp. Source Codes: 065612000; 406061  
Report No.: NAMRL-1309  
Sep 84 17p  
Languages: English  
Journal Announcement: GRAI8511  
Order this product from NTIS by: phone at 1-800-553-NTIS (U.S. customers); (703)605-6000 (other countries); fax at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.  
NTIS Prices: PC A02/MF A01

... task were presented aurally and either voice or keyboard responding was required in the choice reaction task. Performance was significantly degraded in each task when voice responding was required in the choice reaction time task. Performance degradation was evident in higher error scores for both the choice reaction and continuous memory tasks...

26/3,K/9 (Item 2 from file: 6)  
DIALOG(R)File 6:NTIS  
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0993358 NTIS Accession Number: ED-202 476  
**Preschool Children Use Apple II To Test Reading Skills Programs**  
Piestrup, A. M.  
Advanced Learning Technology, Portola Valley, CA.  
Corp. Source Codes: 074511000  
28 Jan 81 13p  
Languages: English  
Journal Announcement: GRAI8303  
Available from ERIC Document Reproduction Service (Computer Microfilm International Corporation), Arlington, VA 22210.  
NTIS Prices: Not available NTIS

... and criterion tests on the four reading skill concepts showed that children improved after the 3-week period with the microcomputer. Color graphics, music, and voice response to keyboard inputs by the children were elements used in the program, and children evidenced considerable enjoyment using the computer. While the Apple was monitored at all times...

26/3,K/10 (Item 1 from file: 8)  
DIALOG(R)File 8:EI Compendex(R)

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00733880 E.I. Monthly No: EI7808062012 E.I. Yearly No: EI78087527  
Title: **VOICE RESPONSE SYSTEM FOR TELEPHONE BETTING.**  
Author: Yoshizawa, Kanichiro; Tanaka, Tatsuo; Oishi, Toshio; Saeki, Shusuke; Suehiro, Akio; Sakai, Hisao  
Corporate Source: Jpn Racing Assoc  
Source: Hitachi Review v 26 n 6 1977 p 215-220  
Publication Year: 1977  
CODEN: HITAAQ ISSN: 0018-277X  
Language: ENGLISH

...Abstract: response unit is a device that outputs in human voice the desired results of computer processing. A telephone betting system has been developed using the **voice response** unit and a **pushbutton** telephone set. This system is designed to enable the annually increasing horse race fans to purchase parimutuel tickets by phone, with the aim of improving...

26/3,K/11 (Item 2 from file: 8)  
DIALOG(R)File 8:EI Compendex(R)  
(c) 2004 Elsevier Eng. Info. Inc. All rts. reserv.

00195237 E.I. Monthly No: EI71X184313  
Title: **Audio input- output computer system for medical information.**  
Author: OTTEN, M.; ALLEN, S. I.; PLEXICO, P.; WHITE, W. C.  
Corporate Source: National Inst of Health, Bethesda, Md  
Source: Proc 24th Nat Conf Aug 26-28 1969, ACM Publ P-69 1969 p 477-84  
Publication Year: 1969  
Language: ENGLISH

...Abstract: the rate of 10,000 samples/sec, compressed by a delta modulation program to one bit per sample, and stored on a random access file. **Pushbutton** telephone input and **voice response** output are controlled with FORTRAN callable subroutines. Illustrative medical retrieval programs, executable from pushbutton telephones, are based on disease abstracts contained on digital magnetic tape...

26/3,K/12 (Item 1 from file: 34)  
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci  
(c) 2004 Inst for Sci Info. All rts. reserv.

06549570 Genuine Article#: ZA433 No. References: 27  
Title: **Development and evaluation of a CD-ROM computer program to teach residents telephone management**  
Author(s): Ottolini MC (REPRINT) ; Greenberg L  
Corporate Source: CHILDRENS NATL MED CTR, DEPT GEN PEDIAT, 111 MICHIGAN AVE NW/WASHINGTON//DC/20010 (REPRINT); GEORGE WASHINGTON UNIV, SCH MED/WASHINGTON//DC/  
Journal: PEDIATRICS, 1998, V101, N3 (MAR), PE21-E26  
ISSN: 0031-4005 Publication date: 19980300  
Publisher: AMER ACAD PEDIATRICS, 141 NORTH-WEST POINT BLVD, ELK GROVE VILLAGE, IL 60007-1098  
Language: English Document Type: ARTICLE (ABSTRACT AVAILABLE)

...Abstract: role in scenario scripts and were recorded onto a CD-ROM. The computer simulated calls by recognizing questions typed in a free-form format and **answering** with a **voice response**. Feedback was provided for omissions in history-taking and errors in assessment, triage, and

home management. The computer group worked through the CD-ROM calls...

26/3,K/13 (Item 2 from file: 34)  
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci  
(c) 2004 Inst for Sci Info. All rts. reserv.

04801774 Genuine Article#: UH762 No. References: 12  
Title: **FEMALE VOICE CHANGES AROUND AND AFTER THE MENOPAUSE - AN INITIAL INVESTIGATION**  
Author(s): BOULET MJ; ODDENS BJ  
Corporate Source: INT HLTH FDN, AVE BROQUEVILLE 116-9/B-1200  
BRUSSELS//BELGIUM/  
Journal: MATURITAS, 1996, V23, N1 (FEB), P15-21  
ISSN: 0378-5122  
Language: ENGLISH Document Type: ARTICLE (Abstract Available)

...Abstract: investigated to determine whether women's and men's voice changes were different, which might indicate that the menopause had an impact on the female voice. Respondents were approached via personal contacts and completed anonymous questionnaires that were returned by mail. Given the delicate nature of the study topic, no information was...

26/3,K/14 (Item 3 from file: 34)  
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci  
(c) 2004 Inst for Sci Info. All rts. reserv.

04232095 Genuine Article#: RQ269 No. References: 26  
Title: **VALIDATION OF DAILY SELF-REPORTED ALCOHOL-CONSUMPTION USING INTERACTIVE VOICE RESPONSE (IVR) TECHNOLOGY**  
Author(s): PERRINE MW; MUNDT JC; SEARLES JS; LESTER LS  
Corporate Source: VERMONT ALCOHOL RES CTR, 2000 MT VIEW  
DR/COLCHESTER//VT/05446; UNIV VERMONT, DEPT  
PSYCHIAT/BURLINGTON//VT/00000  
Journal: JOURNAL OF STUDIES ON ALCOHOL, 1995, V56, N5 (SEP), P487-490  
ISSN: 0096-882X  
Language: ENGLISH Document Type: NOTE (Abstract Available)

Abstract: Objective: This study assesses the validity of daily self-reported drinking data obtained using an automated touch - tone interactive voice response (IVR) system. Method: Subjects (N = 30) reported alcohol consumption daily for 28 days using the IVR system. Concurrently, breath and saliva samples were obtained each night...

26/3,K/15 (Item 1 from file: 94)  
DIALOG(R)File 94:JICST-EPlus  
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

03021553 JICST ACCESSION NUMBER: 96A0947492 FILE SEGMENT: JICST-E  
J-Type X-Ray Image Intensifier of 40cm Diameter Input Size.  
TSUKADA KAZUYORI (1); SAITO KEIICHI (2); NOJI TAKASHI (2)  
(1) Toshiba Denjienjiniaringu; (2) Toshiba Corp.  
Toshiba Rebyu(Toshiba Review), 1996, VOL.51, NO.10, PAGE.71-74, FIG.7,  
TBL.1, REF.2  
JOURNAL NUMBER: F0360AAK ISSN NO: 0372-0462 CODEN: TORBA  
UNIVERSAL DECIMAL CLASSIFICATION: 621.385.83

LANGUAGE: Japanese                      COUNTRY OF PUBLICATION: Japan  
DOCUMENT TYPE: Journal  
ARTICLE TYPE: Original paper  
MEDIA TYPE: Printed Publication

...ABSTRACT: size in response to the multipurpose digital X-ray requirements of recent diagnostic systems. The J-type image intensifier incorporates the techniques of coupling the **input** screen and **input window**. The J-type image intensifier of 40cm diameter input size has a higher detective quantum efficiency(DQE) and higher contrast characteristics. Moreover, because this image...

26/3,K/16                      (Item 2 from file: 94)  
DIALOG(R)File 94:JICST-EPlus  
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

02869597      JICST ACCESSION NUMBER: 97A0333435      FILE SEGMENT: PreJICST-E  
**Vibrational Energy Relaxation of Nickel Octaethylporphyrin.**  
MIZUTANI YASUHISA (1); KITAGAWA TEIZO (1); UESUGI YUKI (2)  
(1) Inst. for Molecular Science; (2) Graduate Univ. Advances Studies  
Bunshi Kozo Sogo Toronkai Koen Yoshishu, 1996, VOL.1996, PAGE.383  
JOURNAL NUMBER: L0848AAV  
LANGUAGE: Japanese                      COUNTRY OF PUBLICATION: Japan  
DOCUMENT TYPE: Conference Proceeding  
MEDIA TYPE: Printed Publication

...ABSTRACT: energy relaxation were monitored by picosecond time-resolved resonance Raman spectroscopy. Anti-Stokes .NU.4 intensity in hot (d,d) excited state of NiOEP appeared **promptly** and decayed with **time** constants of -10 and -300ps. On the other hand, the rise of anti-Stokes .NU.7 intensity was not instantaneous, but delayed by -2ps, which...

26/3,K/17                      (Item 3 from file: 94)  
DIALOG(R)File 94:JICST-EPlus  
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

02639598      JICST ACCESSION NUMBER: 95A0976848      FILE SEGMENT: JICST-E  
**J-type X-ray Image Intensifier.**  
SAITO KEIICHI (1); YAMADA HITOSHI (1); NOJI TAKASHI (1)  
(1) Toshiba Corp.  
Toshiba Rebyu(Toshiba Review), 1995, VOL.50,NO.10, PAGE.791-794, FIG.8, TBL.1, REF.2  
JOURNAL NUMBER: F0360AAK      ISSN NO: 0372-0462      CODEN: TORBA  
UNIVERSAL DECIMAL CLASSIFICATION: 621.385.83      681.3:621.397.3:616  
LANGUAGE: Japanese                      COUNTRY OF PUBLICATION: Japan  
DOCUMENT TYPE: Journal  
ARTICLE TYPE: Original paper  
MEDIA TYPE: Printed Publication

...ABSTRACT: to digital X-ray imaging requirements in recent diagnostic systems. The J-type I.I. succeeds in evaporating the input phosphor screen directly on the **input window**, even though the window is under atmospheric pressure. The **input window** has been developed through new technologies in materials, structure, and treatment. The detective quantum efficiency (DQE) and contrast characteristics of the J-type I.I...



26/3,K/18 (Item 4 from file: 94)  
DIALOG(R)File 94:JICST-EPlus  
(c)2004 Japan Science and Tech Corp(JST). All rts. reserv.

01526144 JICST ACCESSION NUMBER: 92A0152194 FILE SEGMENT: JICST-E  
Comment on IVR in Gynecologic Field.  
KIGAWA JUNZO (1)  
(1) Tottori Univ., Faculty of Medicine  
Nichidoku Iho(Japanisch-Deutsche Medizinische Berichte), 1991,  
VOL.36,NO.3/4, PAGE.627-631, FIG.1, TBL.3, REF.10  
JOURNAL NUMBER: S0730BAH ISSN NO: 0912-0351  
UNIVERSAL DECIMAL CLASSIFICATION: 618.1/.2-08 618.14-006 616-006-08  
LANGUAGE: Japanese COUNTRY OF PUBLICATION: Japan  
DOCUMENT TYPE: Journal  
ARTICLE TYPE: Original paper  
MEDIA TYPE: Printed Publication

...ABSTRACT: for the treatment of uterine cervical cancer and high response  
rate(64.3%). However, TAE induced only 8 CR, including T1 and T2 cases.  
The duration of remission for responder ranged from 3 to 45 months.  
The first choice for the treatment of cervical cancer should be  
surgical therapy, which shows the greatest survival rate...

26/3,K/19 (Item 1 from file: 583)  
DIALOG(R)File 583:Gale Group Globalbase(TM)  
(c) 2002 The Gale Group. All rts. reserv.

05110413  
Is there anyone out there?  
UK - CUSTOMERS NOT RESPONDING TO VOICE RESPONSE SYSTEMS  
Banking Technology (BTY) 0 May 1992 p38,39+  
ISSN: 0266-0865

UK - CUSTOMERS NOT RESPONDING TO VOICE RESPONSE SYSTEMS  
?

28/5/1 (Item 1 from file: 144)  
DIALOG(R)File 144:Pascal  
(c) 2004 INIST/CNRS. All rts. reserv.

15979193 PASCAL No.: 03-0123713  
Providing automated voice responses with variable user prompting  
MCALLISTER Alexander I ; CURRY James E  
Journal: The Journal of the Acoustical Society of America, 2003-03, 113  
(3) p. 1200  
ISSN: 0001-4966 CODEN: JASMAN Availability: INIST-129  
Document Type: P (Serial) ; A (Analytic)  
Country of Publication: United States  
Language: English

English Descriptors: Instrumentation; Measuring methods; Speech processing;  
Speech synthesis; Voice equipment; Telephone sets

French Descriptors: 4372J; Appareillage; Methode mesure; Traitement parole;  
Synthese parole; Equipement vocal; Poste telephonique

Classification Codes: 001D04A05B

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?

31/3,K/1 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
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04252122 INSPEC Abstract Number: A9222-8732S-002  
Title: **Spatial code interference on directional responses**  
Author(s): Bertera, J.H.  
Author Affiliation: Schepens Eye Res. Inst., Boston, MA, USA  
Journal: Spatial Vision vol.6, no.2 p.81-8  
Publication Date: 1992 Country of Publication: Netherlands  
CODEN: SPVIEU ISSN: 0169-1015  
Language: English  
Subfile: A

Abstract: The interference from an irrelevant position cue was compared in a **reaction - time** paradigm using voice and manual responses. The subjects were required to say 'left' or 'right' or to press left or right keys in response to...

... Display position significantly increased latency when it did not match the response to the relevant direction cue for both spatial (key-press) and non-spatial ( **voice** ) **responses** (73 and 59 ms, respectively). When presented alone, the position cue was processed faster than the direction cue for both manual and verbal responses. Results...

...Identifiers: **reaction - time** paradigm

31/3,K/2 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
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02352261 INSPEC Abstract Number: A85003869  
Title: **Picosecond excitation and selective intramolecular rates in supersonic molecular beams. III. Photochemistry and rates of a charge transfer reaction**  
Author(s): Syage, J.A.; Felker, P.M.; Zewail, A.H.  
Author Affiliation: Arthur Amos Noyes Lab. of Chem. Phys., California Inst. of Technol., Pasadena, CA, USA  
Journal: Journal of Chemical Physics vol.81, no.5 p.2233-56  
Publication Date: 1 Sept. 1984 Country of Publication: USA  
CODEN: JCPSA6 ISSN: 0021-9606  
U.S. Copyright Clearance Center Code: 0021-9606/84/172233-24\$02.10  
Language: English  
Subfile: A

...Abstract: 1/. From these studies along with an analysis of the excitation spectra, dispersed fluorescence, and quantum yields, the following results and conclusions were reached: (i) **IVR** is much faster than reaction at all excess energies studied. (ii) The energy threshold for product formation is  $E_{\text{sub } 0}$  approximately=900 cm/sup...

... work to solution phase studies of  $A-(CH_{\text{sub } 2})_{\text{sub } 3}-\phi$  indicates similar static properties but different dynamics. The calculated thermal (room temperature) **reaction time** for exciplex formation in the vapor (540 ps) was compared to the shortest observed value in solution (1.4 ns) to assess the role of...

31/3,K/3 (Item 1 from file: 6)  
DIALOG(R)File 6:NTIS

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1165358 NTIS Accession Number: AD-A150 687/2

**Interference Effects of Vocalization on Dual Task Performance**  
(Interim rept)

Owens, J. M. ; Goodman, L. S. ; Pianka, M. J.  
Naval Aerospace Medical Research Lab., Pensacola, FL.

Corp. Source Codes: 065612000; 406061

Report No.: NAMRL-1309

Sep 84 17p

Languages: English

Journal Announcement: GRAI8511

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NTIS Prices: PC A02/MF A01

... task were presented aurally and either voice or keyboard responding was required in the choice reaction task. Performance was significantly degraded in each task when **voice responding** was required in the choice **reaction time** task. Performance degradation was evident in higher error scores for both the choice reaction and continuous memory tasks. Performance decrements observed under conditions of high...

31/3,K/4 (Item 1 from file: 34)

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

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01954725 Genuine Article#: JN952 No. References: 47

**Title: ISOMERIZATION DYNAMICS OF NA4CL4 CLUSTERS**

Author(s): HEIDENREICH A; OREF I; JORTNER J

Corporate Source: TEL AVIV UNIV,SCH CHEM/IL-69978 TEL AVIV//ISRAEL/; TEL AVIV UNIV,SCH CHEM/IL-69978 TEL AVIV//ISRAEL/; TECHNION ISRAEL INST  
TECHNOL,DEPT CHEM/IL-32000HAIFA//ISRAEL/

Journal: JOURNAL OF PHYSICAL CHEMISTRY, 1992, V96, N19 (SEP 17), P7517-7523  
ISSN: 0022-3654

Language: ENGLISH Document Type: ARTICLE (Abstract Available)

...Abstract: the general trends of the energy dependence of the RRKM and MD rate coefficients are similar. Finally, we have investigated the intracluster vibrational energy redistribution ( **IVR** ) under our nonselective kinetic energy excitation conditions, which do not strictly correspond to energy equipartitioning among all normal modes. At low energies (at least up to 20000 cm<sup>-1</sup>), the separation between fast **IVR** and slow reaction is applicable. At high energies, the conventional description of statistical kinetics breaks down for the nonselective kinetic energy excitation when both the **IVR** and the **reaction time** scales approach a common lower limit, which corresponds to a (average) vibrational period.

31/3,K/5 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

(c) 2004 ProQuest Info&Learning. All rts. reserv.

796768 ORDER NO: AAD82-27348

**ACCURACY, SPEED AND EASE OF FILTERED SPEECH INTELLIGIBILITY**

Author: DOWNS, DAVID WAYNE

Degree: PH.D.

Year: 1982

Corporate Source/Institution: THE UNIVERSITY OF ARIZONA (0009)

Source: VOLUME 43/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2151. 82 PAGES

...whenever it appeared. Objective SIA was assessed as percentage of incorrectly-repeated phonemes, objective SIS as elapsed time between word presentation and a subject's **voice response**, and objective SIE as probe- **reaction time** to turning off the light. During subjective testing subjects listened to common sentences low-pass filtered through a loudspeaker in a background of competing speech...

...documented for SIA. Accordingly, audiologists should consider SIS and SIE during audiologic evaluations, aural rehabilitation, and auditory research. Finally, a few subjects showed exceptionally fast **voice - response** and probe- **reaction times** which has implications for understanding the nature and limits of human auditory processing.

?

File 348:EUROPEAN PATENTS 1978-2004/Mar W04

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File 349:PCT FULLTEXT 1979-2002/UB=20040401,UT=20040325

(c) 2004 WIPO/Univentio

Set	Items	Description
S1	3390	IVR OR VRU OR VOICE()RESPON?
S2	70857	(WAIT OR WAITING OR AWAIT? OR PAUSE OR PAUSING OR STAND()BY OR DOWNTIME OR DOWN()TIME OR HOLD) (7N) (INTERVAL? ? OR SPAN? ? OR WINDOW? ? OR PERIOD? ? OR TIME? ? OR SPACE? ? OR SPACING - OR TIME(W)OUT? ? OR TIMEOUT? ? OR ELAPS? OR DELAY? ?...
S3	585466	COMMAND? ? OR INPUT? ? OR PROMPT? OR ANSWER? OR RESPOND? OR (PRESS? OR HIT OR HITS OR PUSH? OR DEPRESS OR TOUCH?) (3N) (BU- TTON? ? OR PUSHBUTTON? ? OR KEY OR KEYS OR NUMBER OR KEYPAD OR DIALPAD OR NUMBERPAD OR TOUCH()TONE? ? OR TOUCHTONE...
S4	34136	(CHOOS? OR SELECT? OR SINGLE(W)OUT OR PICK? OR OPT(W)"FOR"- ) (3N) (OPTION? ? OR CHOICE? ? OR MENU? ? OR VOICE()PROMPT? ? OR LIST)
S5	13157	(DEFAULT OR INITIAL OR ALTERNAT? OR BACK()UP OR BACKUP) (3N- ) (OPTION? ? OR CHOICE? ? OR MENU? ? OR COMMAND? ?)
S6	204	ROTARY(3N) (PHONE OR TELEPHON?) OR "NOT"() (TOUCH()TONE OR T- OUCHTONE)
S7	0	S1(S) (REACTION()TIME)
S8	129	S1(S)S2
S9	71	S8(S) (S3 OR S4)
S10	71	IDPAT (sorted in duplicate/non-duplicate order)
S11	70	IDPAT (primary/non-duplicate records only)
S12	30	S11 AND AD=19981101:20020101/PR
S13	8	S11 AND AD=20020101:20040410/PR
S14	37	S11 NOT (S12 OR S13)
S15	1	S14(S)S5
S16	44	S8(10N) (S3 OR S4)
S17	44	IDPAT (sorted in duplicate/non-duplicate order)
S18	44	IDPAT (primary/non-duplicate records only)
S19	17	S18 AND AD=19981101:20020101/PR
S20	6	S18 AND AD=20020101:20040410/PR
S21	23	S18 NOT (S19 OR S20 OR S15)
S22	0	S8 AND IC=G10L-021/00
S23	5	S8 AND IC=G10L
S24	5	IDPAT (sorted in duplicate/non-duplicate order)
S25	5	IDPAT (primary/non-duplicate records only)
S26	1	S25 NOT (S18 OR S15)

15/3,K/1 (Item 1 from file: 349)  
DIALOG(R) File 349:PCT FULLTEXT  
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00333988

VOICE RESPONSE SYSTEM WITH PROGRAMMING LANGUAGE EXTENSION  
SYSTEME A REPOSE VOCALE A EXTENSION DE TYPE LANGAGE DE PROGRAMMATION

Patent Applicant/Assignee:

VOYSYS CORPORATION,

Inventor(s):

LOFGREN Dan M,

DIETRICH William A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9616500 A1 19960530

Application: WO 95US15537 19951122 (PCT/WO US9515537)

Priority Application: US 94343721 19941122

Designated States: AL AM AT AU BB BG BR BY CA CH CN CZ DE DK EE ES FI GB GE

HU IS JP KE KG KP KR KZ LK LR LT LU LV MD MG MK MN MW MX NO NZ PL PT RO

RU SD SE SG SI SK TJ TM TT UA UG UZ VN KE LS MW SD SZ UG AT BE CH DE DK

ES FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD

TG

Publication Language: English

Fulltext Word Count: 62010

Fulltext Availability:

Claims

Claim

... WORKERS

SET ORDER TO TAG ID

31 \* To handle calls continuously, go into an infinite loop of

\* receiving calls.

34

36 DO WHILE T.

38 \* wait for the phone to ring. Answer it after one ring. Then

\* call the

\* pt.call procedure.

42 retval = VftitRing(1, 60)

Do pt.call

45 If the phone has not been hung up, speak the "goodbye" prompt .

47 IF vChkHangupo = 0

retval = vSpeak(lptbyel)

ENDIF

51 retval z VHangupo

ENDDO

54 SET ECHO OFF

SET LIBRARY TO

RETURN

S9

pt@..call: process...created using the FoxPro Library Construction Kit

(LCK)o

The library is called VOYSACCF,FLL. This library must

be loaded at the beginning of a voice response program.

To do this, the user's program calls:

SET LIBRARY TO

.....

voysaccf

2.1 The Functions (in alphabetical order)

The following is a list...

...110123456789\*#ABCD will be dialed if included. Special characters allowed in a dialing string are:  
T use tone dialing (default)  
P use pulse dialing  
W wait for dial tone  
0 pause for 2 seconds  
I do a switch hook  
All other characters (H-R, \*(N,, and for example) in a dialing string will be ignored.  
<num...

...of times to let the phone ring before deciding to give up (default is 6)\*  
Return Codes:  
0 Success  
-3 Busy  
-4 Rings, but no answer in <num.rings> rings (RNA)  
-9 Other failure  
-11 Bad "rings" parameter; must be a positive integer  
Description: Call out to any phone number, This...

...to start a call.  
The phone number must be in a character format, Example: Dial the digit N9" to ask for an outside line, wait two seconds to make sure you get it, then dial Voysys' phone number. Notice that extraneous characters will be ignored.  
retval = VDial("9,, (510) 252-1100")  
2,1,3 Get Tone (DTMF) Input - VGetTones  
Syntax:  
retval = VGetTones( @<variable> [, <number of.digits> [, <key.tq. ...digits is 1, qckey.@to.terminate.on> A string containing a single character, which should be a key is (0 9 1, \*, or #) to terminate input upon. (" = no key; this is the default).  
dcinterdigit timeout> Integer; maximum number of seconds between keys (0 = no interdigit. timeout). The default here is 10...

...communicating with your application, You must pass in a character variable by reference, The rest of the arguments specify how VGetTones knows when the callers input is done, You have three choices: 1) you specify a set number may of digits (this is good for menu choices and fixed-length data like account numbers), 2) you may specify a key that signals end-of- input (as in "please enter your account number and then press pound), or 3) you may specify an interdigit timeout ( wait N seconds after each digit - if there is a timeout after the first so digit, then the input is complete). The last method is a good way of getting variable-length



- 59

**input** out of novice users, Note that in case (2), the key you specify as the termination key does not get included in the string passed...

...to use more than one of these termination methods; put together, they operate on an OR basis - if any of the termination methods is found, **input** is terminated, The defaults for the termination methods are <number of.digits> M it <key to terminate-on> M 7 " 19 and 4cinterdigit timi7out> m 0...

...of.digits> parameter; to use the <interdigit.t7imeout> argument, you must specify both preceding parameters. VGetTones will return a -1 if the caller has not **pressed** any **keys** at all within the first five seconds (5 seconds is a default; this value can be reset with VSetTmOut); this usually indicates a rotary phone...it is easiest to work without timeouts; this model is closest to PC use, where the system waits patiently for you to finish your **input** . In voice systems, things are more complicated. one scenario to think about, for example: your program has asked for a 7-digit phone number, if the caller punches in 6 digits, thinking he/she has punched in 7, your program will now wait forever for that seventh digit unless you have a timeout set . For that reason, we have timeouts set (5 seconds for the first key, 10...

...of 2 should cause you to do the VGetTones again, Example: Get a single-digit menu choice from so the caller (assumes you have a **prompt** menu.wavI recorded that speaks your menu).  
retval = Wpeak(umenu.wav")  
retval w VGetTones(OMYVAR)  
le: Get a seven-digit account number from the caller...

...of digits and 11 11 (no terminating key) for the key to terminate on.  
retval = VGetTones(OMYVAR, 0. 2)  
2,1.4 Get Tone (DTMP) **Input** (Macro) - VGetTonesM  
Syntax:  
retval VGetTonesM( <voiceprompt>, <tries>, ecvariable>  
[,<number of digits>  
[,<key.to.terminate.on>  
[,<interdigit.timeout>  
[,<valid.list>1 I I I  
Arguments:  
<voice. **prompt** > A character string containing a file name or memo field name, See the description of the VSpeak function.  
<tries> The number of total "tries" to make, In each try, the **prompt** is spoken,, then VGetTonesM waits for **input** . If it does

not get correct **input** , it tries again,  
until <tries> is exhausted.  
@<variable> A character variable passed by  
reference. After a successful return,  
this variable will contain the sequence  
of...

...number  
of digits), Default: 1 digit,  
ckeyto.terminate.on> A string containing a  
single character, which should be a key  
(0\*,9jp \*, or #) to terminate **input** upon.  
(" 0 = no key). Default: no key,  
<interdigit.timeout> Integer; maximum number of  
seconds between keys (0 = no interdigit  
timeout), Default: 10,  
<valid.list> Character; a comma-separated list  
is of legal **choices** . The **default** for this  
argument is no validation list,  
Return Codes:  
2 Success; terminated on inter-digit timeout  
1 Success; terminated on specified key  
0 Success; terminated...

...Failure; bad termination key (must be 0-9,  
\*g #, or blank)  
-13 Failure; bad interdigit timeout (must be  
non-negative)  
Description: VGetTonesM is a "macro" **command** that  
combines features of VSpeak and VGetTones, it  
is meant to address simple demands like "If  
you're using VISA, press 1. If you're using  
Mastercard,, press 2," and to spare you the  
necessity of writing loops and **input** checking,  
VGetTones allows you to specify multiple  
"tries"; for each try, this function will speak  
the **prompt** and then **wait** for **input** . If there is  
no **input** , or if the **input** does not match one of  
the possibilities given in the optional  
<valid list>, the function will try again,  
pravid9d the total number of tries has...

...does not enter  
any keys, or does not enter enough keys, try one  
more time before reporting failure. This  
example assumes that you have a **prompt** file  
"getacct",  
retval = VGetTonesM( "getacct", 2,, ONYVAR, 4)  
Example: Ask the user \*For VISA, press 1. For  
Mastercard, press 2. For Discover,, press 3"  
(assume this is **prompt** "getcardw), and verify  
that the **input** is in fact 1, 2, or 3, Try this  
three times before giving up.  
retval = VGetTonesM("getcard". 3, GMYVAR,  
ig " "1 01 "112g3")  
For more...

...see the  
is descriptions of VSpeak and VGetTones,  
Design Notes: Can anyone suggest a better name for

this function?

2 5 Get Word (Voice Recognition) **Input** - VGetWords

IMPORTANT NOTE: This function will not be included in the initial developers kit, Alsoo this design is based on our prototype integration with the...The second

argument lets you choose a sub-vocabulary name from which words will be recognized, The last three arguments specify how VGetWords knows that

**input** is finished. The standard way is to specify a given number of words. You also have the **choice**, however, of **choosing** to terminate on a given word, or to terminate if there is a sufficient **pause** between words. The default first-word **timeout** is five seconds.

In other words, if the caller hasn't said anything within the first five seconds after a VGetWords call, the function will...

...VSetDir.

<max.recordinglength> Integer; maximum length of the recording in seconds, Default is 120 seconds..

Return Codes:

0 Success

-1 Failure; timeout

-11 Failure; invalid **input** (not a character string or character variable passed by reference)

-12 Invalid file name

XX Invalid recording length; ...line,

Valid tone characters are 0,.9,

and A.,D.

Return codes:

0 Success

XX Invalid tone in tone string

Description: The VSendTones function sends **Touch tone** (DTMF) **presses** over the phone line. It has the same effect as if a human user **pressed** those **keys** on his or her phone. This **command** is mostly useful for creating automated computer to-computer applications; testing or data transfer, for example.

Example: Play the tones "111,, 112", and "311 (analogous to a human user **pressing** these same **keys** on their phone):

retval = VSendTones("123")

2 9 Set voysAccess parameters - VSet

Syntax: retval = VSet( <parameter> . <value>

Arguments:

Parameter Allowable Values

AppPrompts <directory that application **prompts** are stored in>

Recordings <directory that recordings are stored in>

SysPrompts <directory that system **prompts** are stored in>

DateSpeak "mmddyyw nmidd" ddrnmyy is uddmm"

VGetTones1stKey <positive integer>

TestMode won". "off"

21/3,K/1 (Item 1 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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01136634

Web-based platform for interactive voice response (IVR)

Web-basiertes interaktives Sprachantwortsystem

Menu interactif a reponse vocale base sur le web

PATENT ASSIGNEE:

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (Applicant designated States: all)

INVENTOR:

Brown, Michael Kenneth, 285 Lewis Street, North Plainfield, New Jersey,  
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Tuckey, Curtis Duane, 1217 W. Arthur Street, Cook, Chicago, IL 60626,  
(US)

LEGAL REPRESENTATIVE:

Watts, Christopher Malcolm Kelway, Dr. et al (37392), Lucent Technologies  
(UK) Ltd, 5 Mornington Road, Woodford Green Essex IG8 OTU, (GB)

PATENT (CC, No, Kind, Date): EP 992980 A2 000412 (Basic)

EP 992980 A3 010523

APPLICATION (CC, No, Date): EP 99307658 990928;

PRIORITY (CC, No, Date): US 168405 981006

DESIGNATED STATES: DE; FR; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: G10L-015/26; H04M-003/493; H04M-007/00

ABSTRACT WORD COUNT: 183

NOTE:

Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200015	597
SPEC A	(English)	200015	8070
Total word count - document A			8667
Total word count - document B			0
Total word count - documents A + B			8667

...SPECIFICATION sentences and paragraphs can be skipped.

In an example of the inspection mode, IVR platform 102 will briefly describe the structure of the page and wait for spoken inspection commands. Inspection commands allow the user to "descend" into elements of the page to obtain greater detail than might normally be obtained in the description mode. For example...

...be rendered in a different voice from ordinary text. If section headings are detected, initially only the headings will be described to the user. Voice commands can then be used to instruct IVR platform 102 to move to a particular section, i.e., the user can speak the heading title to instruct IVR platform 102 to move to...

21/3,K/2 (Item 2 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2004 European Patent Office. All rts. reserv.

01065727

**AUTOMATED WARRANTY REGISTRATION  
AUTOMATISCHE GARANTIEREGISTRIERUNG  
ENREGISTREMENT DE GARANTIES AUTOMATISE**

**PATENT ASSIGNEE:**

Ericsson, Inc., (2391281), P.O. Box 13969, Research Triangle Park, NC  
27709-3969, (US), (Proprietor designated states: all)

**INVENTOR:**

RYDEBECK, Nils, 202 Rutherglen, Cary, NC 27511, (US)

**LEGAL REPRESENTATIVE:**

HOFFMANN - EITLE (101511), Patent- und Rechtsanwälte Arabellastrasse 4,  
81925 Munchen, (DE)

**PATENT (CC, No, Kind, Date):** EP 1038408 A1 000927 (Basic)  
EP 1038408 B1 030319  
WO 99031908 990624

**APPLICATION (CC, No, Date):** EP 98958605 981116; WO 98US24440 981116

**PRIORITY (CC, No, Date):** US 991907 971216

**DESIGNATED STATES:** BE; DE; DK; ES; FI; FR; GB; IT; SE

**INTERNATIONAL PATENT CLASS:** H04Q-007/22

**NOTE:**

No A-document published by EPO

**LANGUAGE (Publication,Procedural,Application):** English; English; English

**FULLTEXT AVAILABILITY:**

Available Text	Language	Update	Word Count
CLAIMS B	(English)	200312	1220
CLAIMS B	(German)	200312	1067
CLAIMS B	(French)	200312	1453
SPEC B	(English)	200312	4929
Total word count - document A			0
Total word count - document B			8669
Total word count - documents A + B			8669

...SPECIFICATION registration, the call is terminated, and the process returns to Figure 1 at Point B.

As indicated by Figure 3, if the phone encounters a time - out situation while waiting for the user to press a key (box 330) or the VRU to respond (box 360), the phone aborts the registration procedure (box 390).

Another alternative embodiment shown in Figure 4 is used for phones operating in analog systems...

21/3,K/3 (Item 3 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2004 European Patent Office. All rts. reserv.

00996989

**System for deferred call answering in a telecommunications system**  
**System fur verzogerte Anrufbeantwortung in einem Telekommunikationssystem**  
**Systeme pour reponse d'appel differee dans un systeme de telecommunication**  
**PATENT ASSIGNEE:**

LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,  
New Jersey 07974-0636, (US), (Applicant designated States: all)

**INVENTOR:**

Deutsch, Douglas Anthony, 138 LeGrande Boulevard, Aurora, Illinois 60506,  
(US)

Varney, Douglas William, 1082 Huntleigh Drive, Naperville, Illinois 60540,  
(US)

Otto, Mary Rita, 5224 Pennywood Drive, Lisle, Illinois 60532, (US)

**LEGAL REPRESENTATIVE:**

Johnston, Kenneth Graham et al (32381), Lucent Technologies (UK) Ltd, 5

Mornington Road, Woodford Green Essex, IG8 OTU, (GB)  
PATENT (CC, No, Kind, Date): EP 901265 A2 990310 (Basic)  
EP 901265 A3 030507  
APPLICATION (CC, No, Date): EP 98306786 980825;  
PRIORITY (CC, No, Date): US 922856 970903  
DESIGNATED STATES: DE; FR; GB  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS: H04M-003/42; H04M-003/50; H04M-003/428;  
H04M-003/436; H04M-001/57; H04M-001/663  
ABSTRACT WORD COUNT: 195

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9910	298
SPEC A	(English)	9910	2693
Total word count - document A			2991
Total word count - document B			0
Total word count - documents A + B			2991

...SPECIFICATION currently used to perform the functionality where calls are queued waiting for an available operator and a message such as "all operators are busy, please wait and we will answer your call as soon as possible" is provided. Finally, the "please wait" functionality of the present invention can be used in conjunction with the queuing capability of the existing ACD systems. As a result, multiple calls would be queued by the calling party using the "please wait" function of the invention where the queued calls are answered in sequence.

Thus, the system of the invention allows a called party to defer answering a call or disconnect a call without alerting existing calls...

21/3,K/4 (Item 4 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2004 European Patent Office. All rts. reserv.

00687271

Automatic location identification and call forwarding techniques.  
Automatische Stellenidentifizierungs- und Anrufumleitungstechnik.  
Techniques d'identification automatique de position et de renvoi d'appel.  
PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (applicant designated states: DE;FR;GB;IT)

INVENTOR:

Salimando, Steven C., 23 Sunnycrest Court, Little Silver, New Jersey  
07739, (US)

LEGAL REPRESENTATIVE:

Buckley, Christopher Simon Thirsk et al (28912), AT&T (UK) LTD., AT&T  
Intellectual Property Division, 5 Mornington Road, Woodford Green;  
Essex IG8 OTU, (GB)

PATENT (CC, No, Kind, Date): EP 656717 A1 950607 (Basic)  
APPLICATION (CC, No, Date): EP 94308642 941123;  
PRIORITY (CC, No, Date): US 160313 931202

DESIGNATED STATES: DE; FR; GB; IT  
INTERNATIONAL PATENT CLASS: H04M-003/54; G07C-009/00;  
ABSTRACT WORD COUNT: 138

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	EPAB95	1326
SPEC A	(English)	EPAB95	4458
Total word count - document A			5784
Total word count - document B			0
Total word count - documents A + B			5784

...SPECIFICATION on an answering device or by activating a paging system, it would be much more desirable to speak directly to the person without having to wait for the person to answer a page or a voice message. Oftentimes, it can be an extremely frustrating experience to make repeated attempts at reaching someone, only to be connected...

21/3,K/5 (Item 5 from file: 348)  
 DIALOG(R)File 348:EUROPEAN PATENTS  
 (c) 2004 European Patent Office. All rts. reserv.

00680194  
 Automatic speech recognition (ASR) processing using confidence measures.  
 Glaubwürdigkeitsmasse verwendendes Verfahren zur automatischen  
 Spracherkennung.  
 Procédé de reconnaissance de la parole automatique utilisant des mesures de  
 la fiabilité.  
 PATENT ASSIGNEE:  
 AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
 (US), (applicant designated states: DE;ES;FR;GB)  
 INVENTOR:  
 Brems, Douglas J., 45 Asbury Avenue, Atlantic Highlands, New Jersey 07716  
 , (US)  
 Schoeffler, Max S., 17 Kenwood Lane, Matawan, New Jersey 07747, (US)  
 LEGAL REPRESENTATIVE:  
 Watts, Christopher Malcolm Kelway, Dr. et al (37391), AT&T (UK) Ltd. 5,  
 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)  
 PATENT (CC, No, Kind, Date): EP 651372 A2 950503 (Basic)  
 EP 651372 A3 970604  
 APPLICATION (CC, No, Date): EP 94307658 941019;  
 PRIORITY (CC, No, Date): US 144065 931027  
 DESIGNATED STATES: DE; ES; FR; GB  
 INTERNATIONAL PATENT CLASS: G10L-003/00; G10L-005/06;  
 ABSTRACT WORD COUNT: 191

LANGUAGE (Publication,Procedural,Application): English; English; English  
 FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB95	894
SPEC A	(English)	EPAB95	5004
Total word count - document A			5898
Total word count - document B			0
Total word count - documents A + B			5898

...SPECIFICATION to Select Among Call Destinations in which a caller interacts with a voice response unit having an ASR capability. Such systems either request a verbal input or present the user with a menu of choices, then wait for a verbal response, interpret the response using ASR, and carry out the requested action, all without human intervention.  
 An important issue in designing the...

21/3,K/6 (Item 6 from file: 348)

DIALOG(R)File 348:EUROPEAN PATENTS  
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00632850

Speech dialogue system

Sprachdialogsystem

Systeme de dialogue vocale

PATENT ASSIGNEE:

NEC CORPORATION, (236690), 7-1, Shiba 5-chome, Minato-ku, Tokyo, (JP),  
(Proprietor designated states: all)

INVENTOR:

Hatazaki, Kaichiro, c/o NEC CORPORATION, 7-1, Shiba 5-chome, Minato-ku,  
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LEGAL REPRESENTATIVE:

Betten & Resch (101031), Postfach 10 02 51, 80076 Munchen, (DE)

PATENT (CC, No, Kind, Date): EP 615228 A1 940914 (Basic)

EP 615228 B1 010718

APPLICATION (CC, No, Date): EP 94103604 940309;

PRIORITY (CC, No, Date): JP 9348085 930309

DESIGNATED STATES: DE; FR; GB

INTERNATIONAL PATENT CLASS: G10L-015/22; G10L-015/28

ABSTRACT WORD COUNT: 120

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	1489
CLAIMS B	(English)	200129	1195
CLAIMS B	(German)	200129	966
CLAIMS B	(French)	200129	1293
SPEC A	(English)	EPABF2	6440
SPEC B	(English)	200129	5520
Total word count - document A			7930
Total word count - document B			8974
Total word count - documents A + B			16904

...SPECIFICATION executed per every one or several words to make the voice response, the user has to wait for completion of the application process and the **voice response** output, this clearly interrupts his consideration and/or voice **input** .

SUMMARY OF THE INVENTION

In view of the inconvenience in the prior art system, an object of the present invention is to provide a speech...

...SPECIFICATION executed per every one or several words to make the voice response, the user has to wait for completion of the application process and the **voice response** output, this clearly interrupts his consideration and/or voice **input** .

From the GB-A-2 165 969 an interactive dialogue system comprising a speech recognizer and a speech synthesizer is known. The system includes a...

21/3,K/7 (Item 7 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2004 European Patent Office. All rts. reserv.

00599879



International priority calling system  
Internationales Rufsystem mit Prioritat  
Systeme d'appel international avec priorite  
PATENT ASSIGNEE:

AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,  
(US), (Proprietor designated states: all)

INVENTOR:

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Leighton, Diane Ruth, 59 Rockwell Circle, Marlboro, New Jersey 07746,  
(US)

Sahni, Paramdeep Singh, 12 Manor Drive, Marlboro, New Jersey 07746, (US)  
Zahray, Walter Paul, 40 Beechwood Terrace, Matawan, New Jersey 07747,  
(US)

LEGAL REPRESENTATIVE:

Harding, Richard Patrick et al (41295), Marks & Clerk, 4220 Nash Court,  
Oxford Business Park South, Oxford OX4 2RU, (GB)

PATENT (CC, No, Kind, Date): EP 582440 A2 940209 (Basic)  
EP 582440 A3 941012  
EP 582440 B1 020918

APPLICATION (CC, No, Date): EP 93306000 930729;

PRIORITY (CC, No, Date): US 925050 920805

DESIGNATED STATES: DE; ES; FR; GB

INTERNATIONAL PATENT CLASS: H04M-003/48; H04Q-003/64; H04M-003/42

ABSTRACT WORD COUNT: 94

NOTE:

Figure number on first page: NONE

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPABF2	830
CLAIMS B	(English)	200238	1060
CLAIMS B	(German)	200238	1071
CLAIMS B	(French)	200238	1226
SPEC A	(English)	EPABF2	4106
SPEC B	(English)	200238	4268
Total word count - document A			4937
Total word count - document B			7625
Total word count - documents A + B			12562

...SPECIFICATION an intermediate range i.e. between the first threshold and a second predetermined threshold, the announcement presented to the caller invites him or her to **choose** from the **options** of either being placed in a queue to **wait** for the call to be completed or to be called back at a telephone number of his or her choice when a circuit is expected...the record is checked in step 602 to determine whether it has progressed to the head of the queue's first tier. Upon a negative **answer** to that inquiry, after a **pause** for a predetermined **period of time** in step 603, the inquiry of step 602 is repeated until the record reaches the head of the queue. In step 604, the called number...

...SPECIFICATION an intermediate range i.e. between the first threshold and a second predetermined threshold, the announcement presented to the caller invites him or her to **choose** from the **options** of either being placed in a queue to **wait** for the call to be completed or to be called back at a telephone number of his or her choice when a circuit is expected...the record is checked in step 602 to determine whether it has progressed to the head of the queue's first tier. Upon a negative **answer** to that inquiry, after a **pause** for a predetermined **period of time** in step 603, the inquiry of step 602 is repeated until the record reaches

the head of the queue. In step 604, the called number...

21/3,K/8 (Item 8 from file: 348)  
DIALOG(R) File 348:EUROPEAN PATENTS  
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00251679

Sports technique and reaction training system.  
Trainingssystem fur Sporttechnik und Reaktionsvermogen.  
Systeme pour l'entrainement de la technique sportive et des reflexes.  
PATENT ASSIGNEE:

INNOVATIVE TRAINING PRODUCTS, INC., (783350), 75 Haskett Drive, Syosset  
New York, (US), (applicant designated states:  
AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)

INVENTOR:

Elstein, Rick Allan, 76 Hidden Ridge Drive, Syosset New York, (US)  
Faret, Svein, 30A Main Parkway, Plainview New York, (US)  
Gazzo, John J., 120 Caramel Road, Commack New York, (US)

LEGAL REPRESENTATIVE:

Schmidt-Evers, Jurgen, Dipl.-Ing. (10434), , , ( )  
PATENT (CC, No, Kind, Date): EP 253920 A2 880127 (Basic)  
EP 253920 A3 880817  
EP 253920 B1 920205

APPLICATION (CC, No, Date): EP 86113366 860929;

PRIORITY (CC, No, Date): US 890716 860725

DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE

INTERNATIONAL PATENT CLASS: A63B-069/00; A61B-005/16;

ABSTRACT WORD COUNT: 226

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	1180
CLAIMS B	(German)	EPBBF1	816
CLAIMS B	(French)	EPBBF1	1025
SPEC B	(English)	EPBBF1	13142
Total word count - document A			0
Total word count - document B			16163
Total word count - documents A + B			16163

...SPECIFICATION response training drill cartridges. The user environment  
allows the selection of these program sequences via the keypad, and  
allows for selective alteration and reprogramming of the default lamp/  
pause timing periods by the user.

The base system is equipped with the basic response training programs  
in an external ROM (XROM) memory memory cartridge plugged into port...

21/3,K/9 (Item 1 from file: 349)  
DIALOG(R) File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00535386 \*\*Image available\*\*

AUTOMATIC ROUTING AND INFORMATION SYSTEM FOR MOBILE TELEPHONIC SERVICES  
SYSTEME DE ROUTAGE AUTOMATIQUE ET D'INFORMATION POUR SERVICES TELEPHONIQUES  
MOBILES

Patent Applicant/Assignee:

MUREX SECURITIES LTD,  
SHAFFER James D,

MOORE George G,  
Inventor(s):  
SHAFFER James D,  
MOORE George G,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 9966738 A1 19991223  
Application: WO 99US13775 19990618 (PCT/WO US9913775)  
Priority Application: US 98100567 19980619  
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE  
DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR  
KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI  
SK SL TJ TM TR TT UA UG US VZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG  
ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU  
MC NL PT SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
Publication Language: English  
Fulltext Word Count: 35885

Fulltext Availability:  
Detailed Description

Detailed Description

... demands for extended support hours 5 of seven days a week and 24 hours a day, and the goal of reduced telephone busy and on- hold times has resulted in many vanity advertisers answering vanity number calls with Voice Response Units (VRU). The proliferation of vanity numbers and the utilization of the VRU have created a need to automate, through what is now called intelligent call processing, a higher percentage of calls being answered by the VRU.

In this context, automated intelligent call processing is defined as the capture of network-provided data, such as 1 0 ANI and dialed number identification...

21/3,K/10 (Item 2 from file: 349)  
DIALOG(R) File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00533862 \*\*Image available\*\*  
MULTIMEDIA MANAGING AND PRIORITIZED QUEUEING SYSTEM INTEGRATED WITH  
INTELLIGENT ROUTING CAPABILITY  
SYSTEME MULTIMEDIA DE GESTION ET DE MISE EN FILE D'ATTENTE DE PRIORITE  
ASSOCIE A UN SYSTEME D'ACHEMINEMENT INTELLIGENT

Patent Applicant/Assignee:  
GENESYS TELECOMMUNICATIONS LABORATORIES INC,

Inventor(s):  
SHTIVELMAN Yuri,  
MILOSLAVSKY Alec,  
BONDARENKO Oleg,  
NEYMAN Igor,  
GISBY Douglas,  
CRONIN Paul,

Patent and Priority Information (Country, Number, Date):  
Patent: WO 9965214 A1 19991216  
Application: WO 99US12841 19990607 (PCT/WO US9912841)  
Priority Application: US 9896729 19980611  
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU  
LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA  
UG UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM

AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM  
GA GN GW ML MR NE SN TD TG  
Publication Language: English  
Fulltext Word Count: 7803

Fulltext Availability:  
Detailed Description

Detailed Description  
... good will for the host of the call center.

In the case of a live DNT call, IVR 25 informs the client of the  
estimated **waiting period** before an agent will be available to **answer**  
the DNT call. An electronic voice message may be left by the customer,  
stored and routed in the same manner as virtual calls representing COST  
...

21/3,K/11 (Item 3 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00532392 \*\*Image available\*\*  
POINT OF SALE ACTIVATION AND DEACTIVATION OF PRE-PAID TELEPHONE CALLING  
CARDS  
ACTIVATION ET DESACTIVATION SUR LE POINT DE VENTE DE CARTES TELEPHONIQUES  
PREPAYEES

Patent Applicant/Assignee:  
MCI WORLDCOM INC,

Inventor(s):  
BOND James Duke,  
HENDERSON Karl,  
MIR Kamran,  
WU Frank,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9963744 A1 19991209  
Application: WO 99US12182 19990602 (PCT/WO US9912182)  
Priority Application: US 9889815 19980603

Designated States: CA JP MX SG AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE

Publication Language: English  
Fulltext Word Count: 16247  
Fulltext Availability:  
Detailed Description

Detailed Description  
... message may indicate that the caller has  
reached a service provider's prepaid POS service. Call  
flow then proceeds to S3 where the caller is **prompted** to  
enter a pass code, At S5, system routines will **wait** for  
user **input** . At S7, system routines will determine  
whether or not the caller entered a valid pass code. If  
not, processing proceeds to S6, where an invalid...

21/3,K/12 (Item 4 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00523749 \*\*Image available\*\*

METHOD IN A TELEPHONE SERVICE FOR IMPLEMENTING QUEUING ACCORDING TO A  
DESIRED CHARGE  
PROCEDE POUR EXECUTER LA MISE NE FILE D'ATTENTE EN FONCTION D'UN TARIF  
VOULU DANS UN SERVICE TELEPHONIQUE

Patent Applicant/Assignee:

HELSINGIN PUHELIN OYJ - HELSINGFORS TELEFON ABP,  
ISOTALO Lauri,  
KAVONIUS Juha,  
LAIHONEN Markku,

Inventor(s):

ISOTALO Lauri,  
KAVONIUS Juha,  
LAIHONEN Markku,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9955101 A1 19991028

Application: WO 99FI314 19990416 (PCT/WO FI9900314)

Priority Application: FI 98865 19980417

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE  
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT  
LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT  
UA UG US UZ VN YU ZA ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD  
RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF  
CG CI CM GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 5438

Fulltext Availability:

Detailed Description

Detailed Description

... 102 to

charge the call using a preset queuing rate, e.g., equal to the local  
call

rate and to direct the call to the VRU 104. Additionally, the SCP  
server

103 commands the SSP exchange 102 to wait for further instructions on  
handling the call.

3) The SSP exchange 102 directs the call to the VRU 104 and starts the  
charging of the...e.g., equal to the local call  
rate and to direct the call to the VRU 104. Additionally, the SCP server  
1 5 103 commands the SSP exchange 102 to wait for further  
instructions on handling the call.

13) The SSP exchange 102 directs the call to the VRU 104 and starts the  
charging of the...e.g., to the Calling Party  
Number field, the OCA (Original Called Address) field or the REDI  
(Redirecting Number) field. Additionally, the SCP server 103 commands  
the SSP exchange 102 to wait for further instructions on handling the  
call.

23) The SSP exchange 102 directs the call to the VRU 104 and starts the  
charging of the...

21/3,K/13 (Item 5 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00514339 \*\*Image available\*\*

INTERNET AND TELEPHONY BASED MESSAGING SYSTEM  
SYSTEME DE MESSAGERIE A BASE D'INTERNET ET DE TELEPHONIE

Patent Applicant/Assignee:

WEBLEY SYSTEMS INC,

Inventor(s):

KURGANOV Alex,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9945691 A1 19990910

Application: WO 99US4522 19990302 (PCT/WO US9904522)

Priority Application: US 9833335 19980302

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU

LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA

UG UZ VN YU ZW GH GM KE LS MW SD SL SZ UG ZW AM AZ BY KG KZ MD RU TJ TM

AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM

GA GN GW ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 4569

Fulltext Availability:

Detailed Description

Detailed Description

... messages, marking, saving or deleting messages during the same session. E-mail messages can also be sent to any fax machine. Further, subscribers can immediately respond to faxes rather than waiting to retrieve copies and delay responses. Incoming faxes are received, the subscriber is notified of the arrival of the new fax, the fax can then be stored for later viewing...

21/3,K/14 (Item 6 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00500556

AUTOMATED WARRANTY REGISTRATION

ENREGISTREMENT DE GARANTIES AUTOMATISE

Patent Applicant/Assignee:

ERICSSON INC,

Inventor(s):

RYDEBECK Nils,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9931908 A1 19990624

Application: WO 98US24440 19981116 (PCT/WO US9824440)

Priority Application: US 97991907 19971216

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH

CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN GW

ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 6988

Fulltext Availability:

Detailed Description

Detailed Description

... registration, the call is terminated, and the process returns to Figure 1 at Point B.

As indicated by Figure 3, if the phone encounters a time - out situation while waiting for the user to press a key (box 330) or the VRU to respond (box 360), the phone aborts the registration procedure (box 390).

9

Another alternative embodiment shown in Figure 4 is used for phones operating in analog...

21/3,K/15 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00456834 \*\*Image available\*\*  
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY  
COMMUNICATION  
SYSTEME PROCEDE ET ARTICLE CONCU POUR LES COMMUNICATIONS TELEPHONIQUES PAR  
RESEAU COMMUTE

Patent Applicant/Assignee:

MCI WORLDCOM INC,

Inventor(s):

ZEY David A,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9847298 A2 19981022

Application: WO 98US7927 19980415 (PCT/WO US9807927)

Priority Application: US 97835789 19970415; US 97834320 19970415

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES  
FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN  
MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW  
GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK  
ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN  
TD TG

Publication Language: English

Fulltext Word Count: 156638

Fulltext Availability:

Detailed Description

Detailed Description

... is sent back to the caller.

If the user is reachable through the directory system, but is currently not running his voice software (IP address responds , but not the application -

see below for verification that this is the party in question) then an appropriate message is returned to the caller. (As...

21/3,K/16 (Item 8 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00445043 \*\*Image available\*\*  
METHOD AND APPARATUS FOR PRIORITY QUEUING OF TELEPHONE CALLS  
PROCEDE ET APPAREIL DE MISE EN FILE D'ATTENTE PRIORITAIRE DES APPELS  
TELEPHONIQUES

Patent Applicant/Assignee:

WALKER ASSET MANAGEMENT LIMITED PARTNERSHIP,

Inventor(s):

WALKER Jay S,  
JORASCH James A,  
SPARICO Thomas M,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9835507 A2 19980813

Application: WO 98US1665 19980129 (PCT/WO US9801665)

Priority Application: US 97796132 19970206

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES

FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ

VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH

DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR

NE SN TD TG

Publication Language: English

Fulltext Word Count: 5258

Fulltext Availability:

Detailed Description

Detailed Description

... it includes an interactive voice response unit (IVRU). The IVRU is utilized to 20 intermittently communicate with incoming callers, indicating position in the queue and waiting time until the call is expected to be answered .

U.S. Patent 5,020,095 to Morganstein et al. describes 25 a call processing

21/3,K/17 (Item 9 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00424464 \*\*Image available\*\*

ADVANCE NOTIFICATION SYSTEM FOR USE WITH VEHICULAR TRANSPORTATION

SYSTEME D'ANNONCE A L'AVANCE DESTINE A ETRE UTILISE AVEC DES VEHICULES DE TRANSPORT

Patent Applicant/Assignee:

GLOBAL RESEARCH SYSTEMS INC,

Inventor(s):

JONES Martin Kelly,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9814926 A1 19980409

Application: WO 96US15983 19961004 (PCT/WO US9615983)

Priority Application: WO 96US15983 19961004

Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CU CZ DE DK EE ES FI

GB GE HU IL IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO

NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG

AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL

PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD TG

Publication Language: English

Fulltext Word Count: 13246

Fulltext Availability:

Claims

Claim

... identification. - 31

B. Initiation of System Use

The service provided by the system 10 can be started



when the system user calls into the interactive voice response system ( IVR ) from a telephone 29, preferably a touch - tone telephone. The system user receives a prompt to enter his/her telephone number. The user hangs up, and the BSCU 14 calls the system user...

...trade name "Bus-Call," which is currently a federally registered trademark on the Principal Register at the United States Patent and Trademark Office.  
Example Session

IVR : "Welcome to Bus-Call. Please enter your telephone number now."

Sub: < Keypad numbers pressed >

IVR : "The number you entered is xxx-xxxx. If this is correct, please press 11,1 if not press 121. The Bus-Call system will call you back within a couple of minutes. Thank you and please hang up now."

Sub: < Answers returned call>

IVR : "Hello, thank you for using the Bus-Call system. Please press:

111 to start the Bus-Call service to your home;  
121 to change the made to Bus-Call."

C. Service Inception

In the preferred embodiment, with the implementation of the IVR , the BSCU 14 provides voice prompts to guide the user through a telephone call when the user wishes to configure the BSCU 14 or retrieve information. in the preferred configuration, voice...

...An example illustrating the foregoing process follows.

Example Session

Sub: <The system user calls in and enters the appropriate option to start Bus-Call service>

IVR : "Please enter your bus number now."

Sub: < Keypad number pressed >

IVR : "The number you entered is xx. If this is correct please press 11. If this number is incorrect please press 12.111

Sub: < Keypad number pressed >

IVR : "Please enter your bus stop number now."

Sub: < Keypad number pressed "

IVR : The number you entered is xx. If this is correct please press '1.' If this number is incorrect, please press 12.111

Sub: <Keypad number pressed>

D...

...foregoing methodology is set forth hereafter.

Exam-ole Session

Sub: <The system user calls in and enters the appropriate option to start Bus-Call service>

IVR : "Please enter your bus number now."

Sub: < Keypad number pressed >

IVR : VIThe number you entered is xx. If this is correct please press 11.1 If this number is incorrect please press 12.111

Sub: < Keypad number pressed >  
 IVR : "Please enter your bus stop number now.,,  
 Sub: < Keypad number pressed ">  
 IVR : The number you entered is xx. If this is correct  
 please press '1.1 If this number is incorrect,  
 please press 12.111  
 Sub: < Keypad number pressed >  
 IVR : Bus-Call will ring your telephone five minutes  
 before the bus arrives. If five minutes is not  
 enough time, press 11.1 If five minutes is OK,  
 press 12.111  
 Sub: < Keypad number pressed >  
 IVR : "Thank you"  
 or  
 "Please enter the new notification time now."  
 < Keypad number pressed >  
 "The time you entered is xx minutes. If this is  
 correct, press '1.1 If this number is incorrect,  
 press 12.1  
 <Keypad number pressed...

...option, the IVR provides information about the  
 current vehicle location. - 34  
 Example Session  
 IVR: "Press (3) if you think you have missed the  
 bus."  
 Sub- < Keypad (3) pressed >  
 IVR : "Please enter your telephone number now."  
 Sub: < Keypad numbers pressed >  
 IVR : "The bus has ... 11  
 11 ... Already passed your stop. The Bus-Call  
 system called your telephone number at 7:27 a.m.  
 and received a...

...14 makes three  
 attempts to provide notification.  
 Example Session  
 IVR: "Press (4) if you would like a report on the last  
 notification attempt.11  
 Sub: < Keypad (4) pressed >  
 IVR : "Please enter your telephone number now."  
 Sub: < Keypad numbers pressed >  
 IVR : "The Bus-Call system called your telephone number  
 at 7:15 a.m. on Monday, February 20..."  
 ... The call was answered."  
 or  
 ... The telephone was...

21/3,K/18 (Item 10 from file: 349)  
 DIALOG(R)File 349:PCT FULLTEXT  
 (c) 2004 WIPO/Univentio. All rts. reserv.

00410498 \*\*Image available\*\*  
 INTERACTIVE METHOD AND APPARATUS FOR THE GENERATION OF LEADS  
 PROCEDE ET APPAREIL INTERACTIFS EN VUE DE L'ELABORATION DE LISTES DE  
 CLIENTS EVENTUELS  
 Patent Applicant/Assignee:  
 NORTHAMERICOM CORPORATION,  
 Inventor(s):

THORNTON James T,  
Patent and Priority Information (Country, Number, Date):  
Patent: WO 9800957 A1 19980108  
Application: WO 97US11663 19970630 (PCT/WO US9711663)  
Priority Application: US 96675274 19960701  
Designated States: AU CA IL JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE  
Publication Language: English  
Fulltext Word Count: 11908

Fulltext Availability:  
Detailed Description

#### Detailed Description

... the number of replays allowed  
of messagesf the maximum time allowed to record voice  
messages (if this function is permitted), the number of  
seconds to wait for DTMF input and the forced logic  
structure of the DNI file which will operate when  
incomplete or improper inputs are entered.

The DNI database also tracks the...

21/3,K/19 (Item 11 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
(c) 2004 WIPO/Univentio. All rts. reserv.

00409496 \*\*Image available\*\*  
VALIDATION QUERY BASED ON A SUPERVISORY SIGNAL  
INTERROGATION DE VALIDATION EFFECTUEE SUR LA BASE D'UN SIGNAL DE  
SURVEILLANCE

Patent Applicant/Assignee:

MCI COMMUNICATIONS CORPORATION,

Inventor(s):

JORDAN David,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9750241 A1 19971231

Application: WO 97US11244 19970627 (PCT/WO US9711244)

Priority Application: US 96671184 19960627

Designated States: AU CA JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL  
PT SE

Publication Language: English

Fulltext Word Count: 9066

Fulltext Availability:  
Detailed Description

#### Detailed Description

... respond with a "yes" or a "no." After requesting a response, the  
system waits a predetermined period of time, during which it records any  
voice input from the requested party. At the end of the predetermined  
waiting period, the voice recognition system determines whether the  
requested party accepts or declines the charges.

As another example, an automated operator may require the requested  
party...

21/3,K/20 (Item 12 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT

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00358934

HANDHELD REMOTE COMPUTER CONTROL AND METHODS FOR SECURED INTERACTIVE  
REAL-TIME TELECOMMUNICATIONS

DISPOSITIF TENU A LA MAIN PERMETTANT UNE COMMANDE D'ORDINATEUR A DISTANCE  
ET PROCEDES PERMETTANT DES TELECOMMUNICATIONS INTERACTIVES PROTEGEES,  
EN TEMPS REEL

Patent Applicant/Assignee:

E-COMM INCORPORATED,

WALSH Joseph F,

BOYDSTON Joseph F,

Inventor(s):

WALSH Joseph F,

BOYDSTON Joseph F,

Patent and Priority Information (Country, Number, Date):

Patent: WO 9641448 A1 19961219

Application: WO 96US9594 19960607 (PCT/WO US9609594)

Priority Application: US 95480614 19950607; US 95482261 19950607; US  
95485083 19950607

Designated States: AU CA JP MX US AT BE CH DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE

Publication Language: English

Fulltext Word Count: 28050

Fulltext Availability:

Detailed Description

Detailed Description

... the audio or textual output to a user device is changeable and is  
generated dynamically. Representative examples of "real time" processes  
include sending display or voice responses to the user device in  
response to command messages from the user device; all

21/3,K/21 (Item 13 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00358933

LOW POWER TELECOMMUNICATION CONTROLLER FOR A HOST COMPUTER SERVER

DISPOSITIF DE COMMANDE DE TELECOMMUNICATION A FAIBLE PUISSANCE POUR SERVEUR  
D'ORDINATEUR PRINCIPAL

Patent Applicant/Assignee:

E-COMM INCORPORATED,

WALSH Joseph F,

BOYDSTON David H,

Inventor(s):

WALSH Joseph F,

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Patent and Priority Information (Country, Number, Date):

Patent: WO 9641447 A1 19961219

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95485083 19950607

Designated States: AU CA JP MX US AT BE CH DE DK ES FI FR GB GR IE IT LU MC  
NL PT SE

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## Detailed Description

### Detailed Description

... the audio or textual output to a user device is changeable and is generated dynamically. Representative examples of "real time" processes include sending display or **voice responses** to the user device in response to **command** messages from the

21/3,K/22 (Item 14 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00294799

### A CALLER NAME AND IDENTIFICATION COMMUNICATION SYSTEM WITH CALLER SCREENING OPTION

SYSTEME DE TELECOMMUNICATIONS AVEC IDENTIFICATION ET ANNONCE DU NOM DE L'APPELANT, OFFRANT UNE OPTION DE FILTRAGE DES APPELS

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Patent and Priority Information (Country, Number, Date):

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Application: WO 94US12545 19941031 (PCT/WO US9412545)

Priority Application: US 93147346 19931101

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UA VN AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE

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Fulltext Availability:

Detailed Description

### Detailed Description

... and step 30 in Fig.

2A, the name, such as, for example, Jack Brown, will be given by the caller, and the IVR 348 will **prompt** the caller to **wait** while the system is locating the called subscriber or party.

As shown in step 40 of Fig. 2A and Fig. 3G, a call is initiated...

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DIALOG(R)File 349:PCT FULLTEXT  
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00152629 \*\*Image available\*\*

### THE INFORMATION STATION

POSTE D'INFORMATIONS

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 8809540 A1 19881201  
Application: WO 88US1631 19880517 (PCT/WO US8801631)  
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Fulltext Availability:  
Claims

Claim

... or in use of  
its information and activity base through one of  
many terminals.  
an information station allowing cable  
connected, remote and external terminals with **voice**  
**response** and/or touch response **input** .

30

an information station which has **voice response**  
to include system **commands** , spoken word comparison  
for **answer** or comment responses, and pronunciation  
evaluation for both speech therapy and language

35

instruction, and for use in user identification.  
an information station with a...

?

26/3,K/1 (Item 1 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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01024775 \*\*Image available\*\*

METHOD FOR CONTROLLING A VOICE APPLICATION THROUGH A WEB INTERFACE  
APPLICATION VOCALE PARAMETRABLE PAR L'UTILISATEUR ET TEST DE COMPOSANT  
D'INFRASTRUCTURE DE SYSTEME D'APPLICATION VOCALE

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CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP  
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO  
RU SD SE SG SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SI SK  
TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

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Fulltext Word Count: 5908

Main International Patent Class: G10L-015/26

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Detailed Description

Detailed Description

... incoming telephone calls to intended call recipients, or agents. The  
ACD is known to comprise a sub-system that can provide call queuing and  
automatic wait handling of incoming telephone calls. The PBX/ACD 4 can  
be coupled to one or more interactive voice response systems 5 ( IVR  
).

The 1VR 5 is well recognized to be a system that provides voice queries  
to a telephone caller. Voice queries typically direct the telephone  
caller...

?